User Manual

DB403 USB+BT

Driver model: SN DB403

Recommended:

For instructions in other languages, please see:

https://drive.google.com/file/d/1LZg0d3g91246jnmbZvbsAqmkg2VbyT47/view?usp=sharing

PROFICIENT IN COMMERCIAL BARCODE PRINTERS

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1 Tech Support

Driver Installation.

For the latest driver ,video and manual, please visit:

https://bit.ly/4dQ0BO8

DB403(USB+BT) driver and operating instructions

Please run the downloaded software from the web address and follow the instructions in the video or manual to complete the installation.

If you encounter any issues with the product,

Please contact the support team promptly.

WhatsApp contact

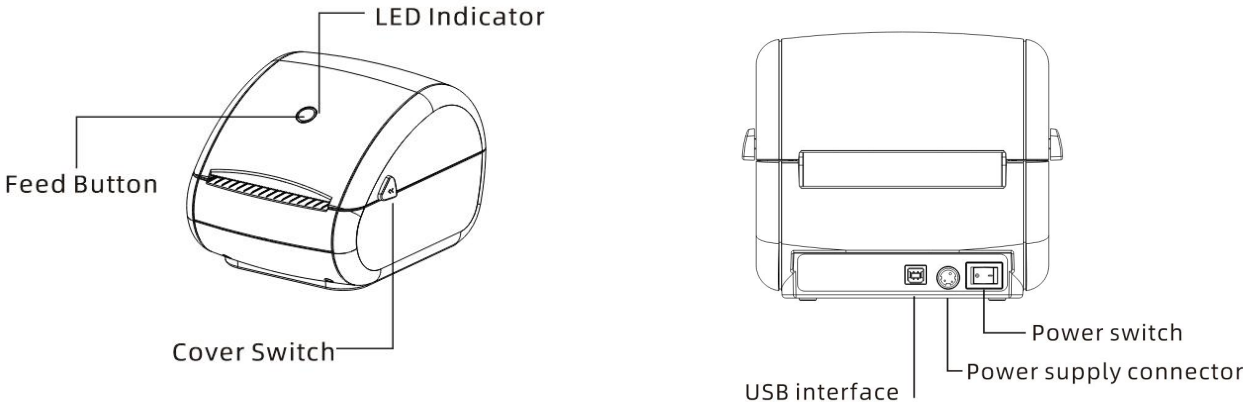
Email: snlabel.service@gmail.com

Whatsapp: +86 185 7560 0463

Service Time:
Monday to Friday 24 hours.

2 Quick Installtion Guide

①Printer ②Adapter ③Power Cord
④USB Cable ⑤User Manual ⑥U Disk
⑦Paper Roll Shaft ⑧Fix Tab



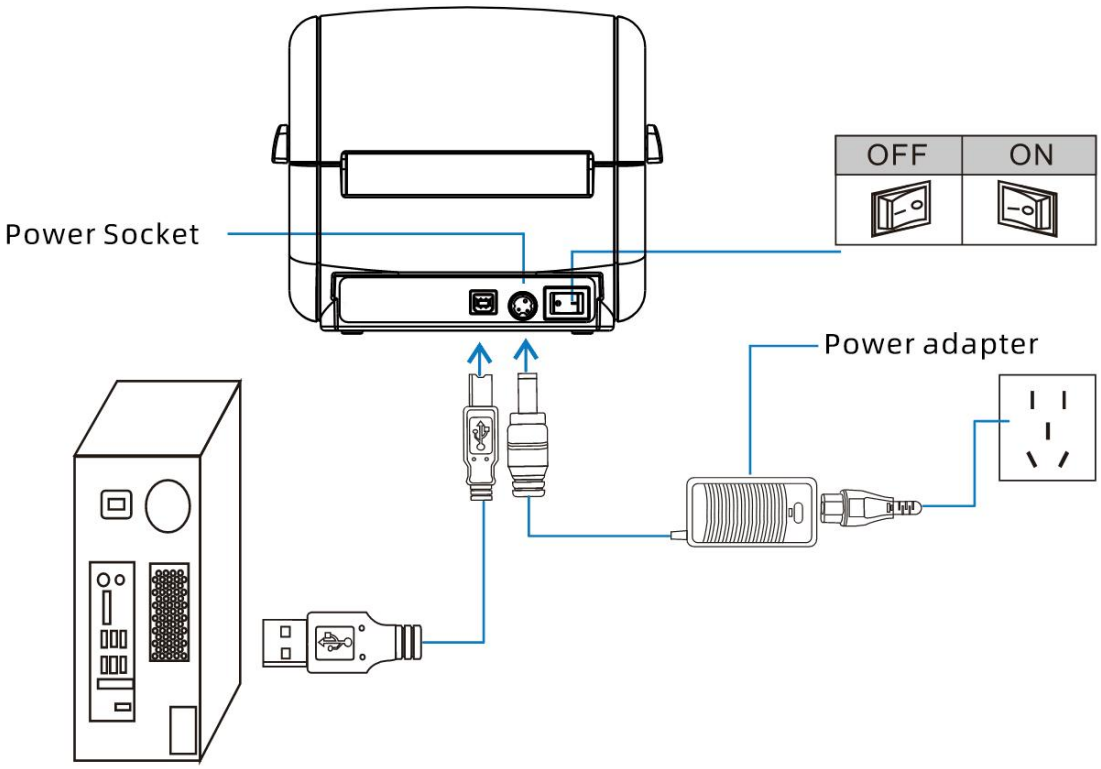
Note: Please make sure to turn off the printer before connecting it to the power.

2.1 Printer Installation

Recommended:

Watch the short setup video at :
https://bit.ly/4g20uke

(1).Place the printer on a steady surface and ensure that the power is turned off.
(2).Connect one end of the USB data cable to the printer and the other end to the host computer.
(3).Insert the power cord into both the printer and the power outlet.



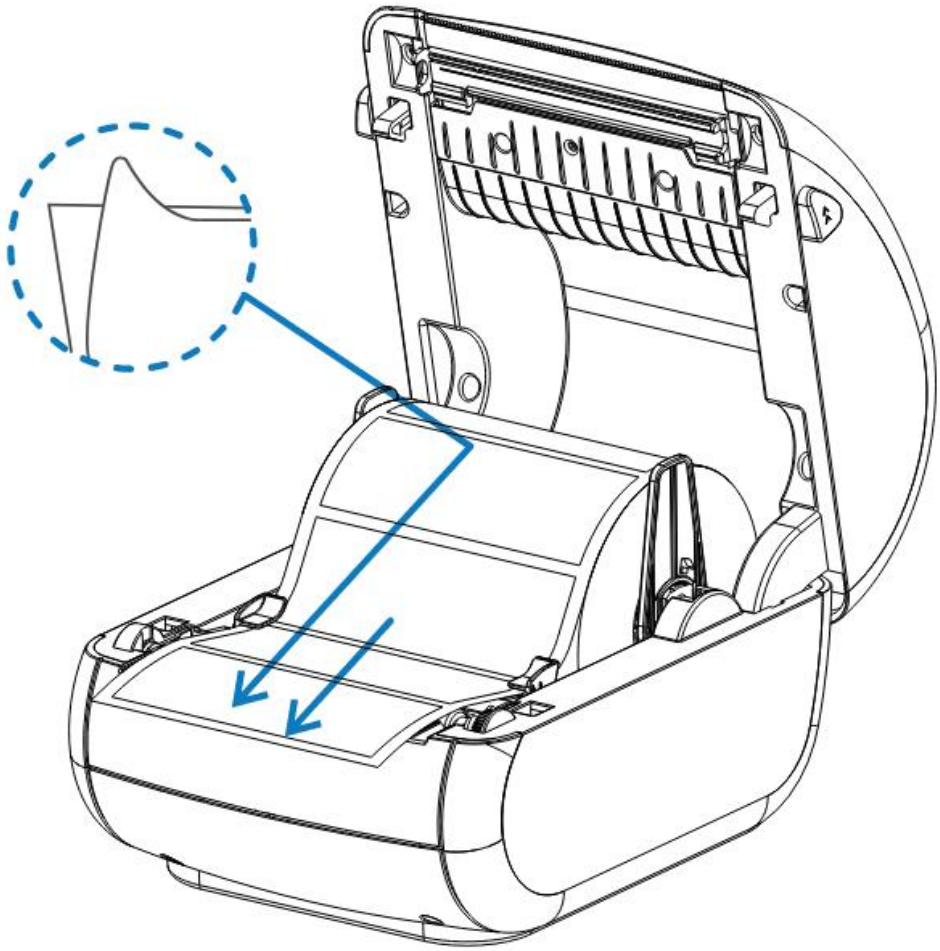
2.2 Loading the Label

(1) Push the open button to open the cover.

(2) Put in the folding paper.

(3) Guide the media through the paper guide, pull over the roll.

(4) Close the cover carefully.



3 Button Function

Do the calibration of gap or black mark label
1.Turn the power on of the printer.
2.Hold the feed button, until you see the redlight flashes 3 times then release the feed button.
3. The printer will automatically eject paper, and after the paper is successfully ejected, the machine will automatically calibrate

3.1 Print Self-Test Page

1. Install the label and close the cover tightly.
2. Turn on the printer.
3. Press the FEED button and hold on for 5-6 seconds.
4. Release the FEED button when printer beep twice and led blink purple.
5. Printer print the selftest page

Note: 1.Please calibrate the gap/black mark sensor when changing media.
2.Failure to securely close and lock the cover will result in poor print quality.
3.When you change the label size, please re-celabrate the label and set the label size in the driver settings.

3.2 LED Status

LED status	Explain
red blink	out of paper
red&blue blink	header overheat
blue blink	printer pause
blue light on	printer standby
red light on	cover opened

3.3 Specifications

Parameters	Values
Speed	152 mm/s
Resolution	203 DPI
Density	12
Paper width	Max 104mm (4.09") (Default 4inch)
Paper length	Max 1778mm (70") (Default 6inch)
Paper Thickness	0.06 ~ 0.20 mm
Power Adapter	24V/2.5A

3.4 Troubleshooting

Troubleshooting:

1. Printer cannot be powered on.

---> Check the power connector, and make sure that the AC socket and the power supply plug are properly connected to the printer After connection, turn on the power switch.

2. Printer blinks red

For Window System:

---> Use Windows diagnostic tool to get the status of printer firstly.

a. If tool shows 'Head open, close the cover of printer.

b. If tool shows 'Paper end; install new label paper; refer to the steps of label installation and reinstall it; calibrate the label.

c. If tool shows 'Paper jam, calibrate the volume label sensor; set the correct

4 For mobile terminals

4.1 How to connect and print PDF

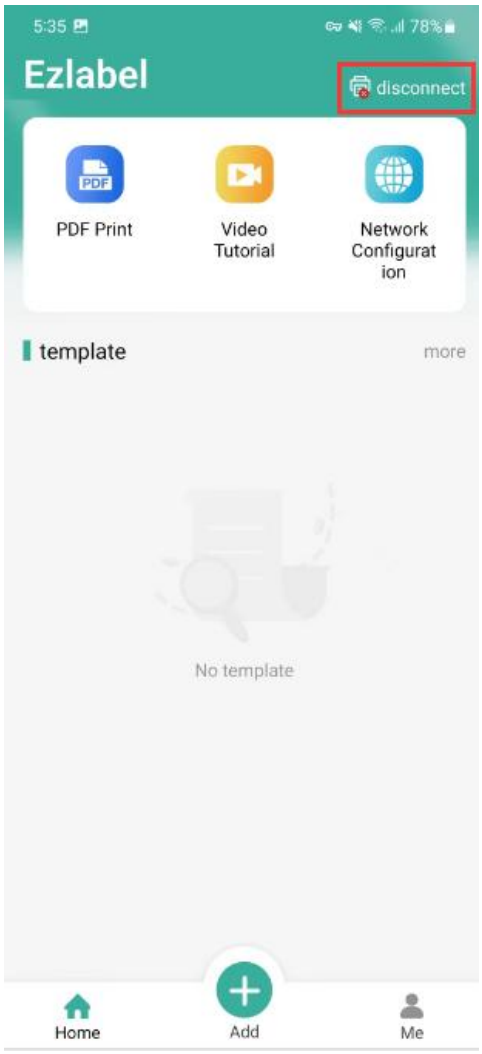
Step 1:

Download from APP Store or get it on Google Play or scan the QR code below.

Ezlabel

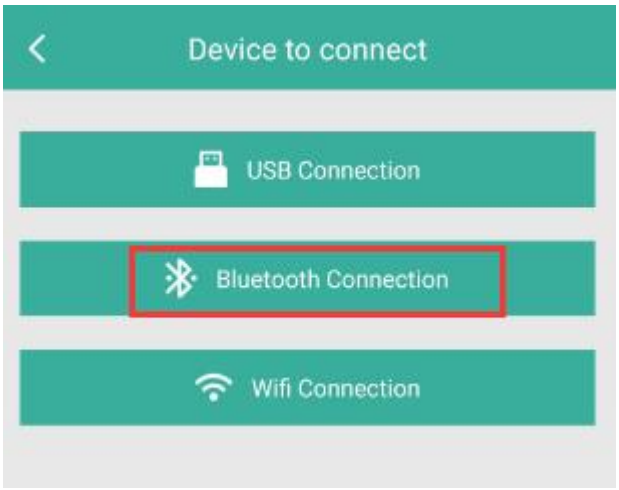
Step 2:

Open the APP and click the button in the upper right corner to connect to the printer



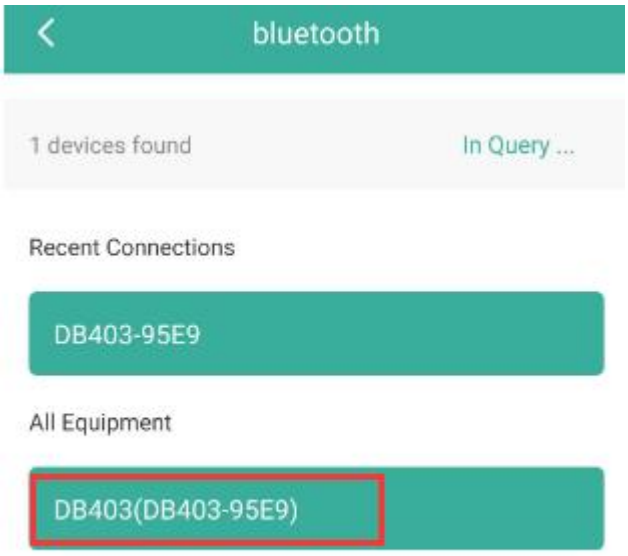
Step 3:

Select Bluetooth connection



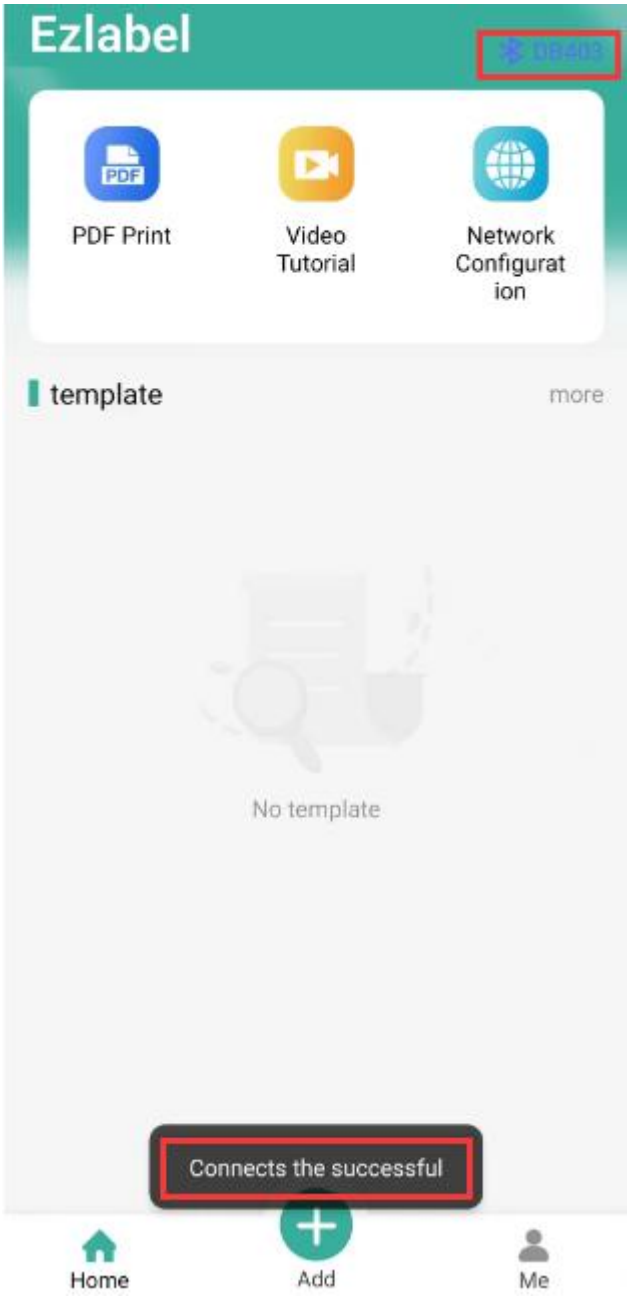
Step 4:

Select DB403



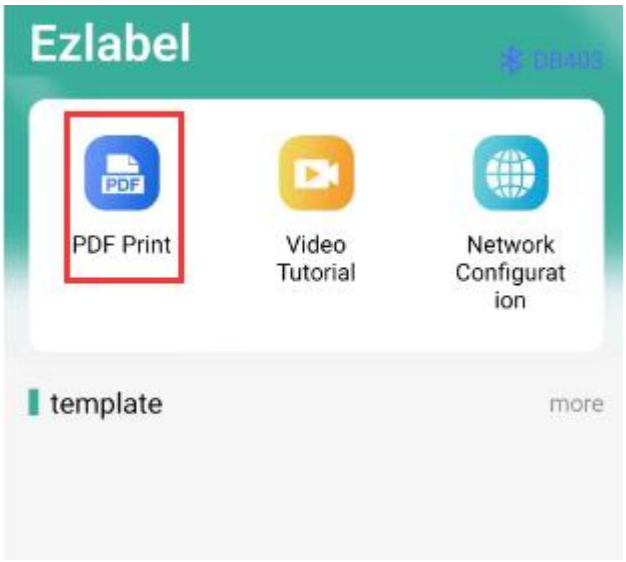
Step 5:

After the connection is successful, it will prompt "Connects the successful" and the currently connected machine model will be displayed in the upper right corner.



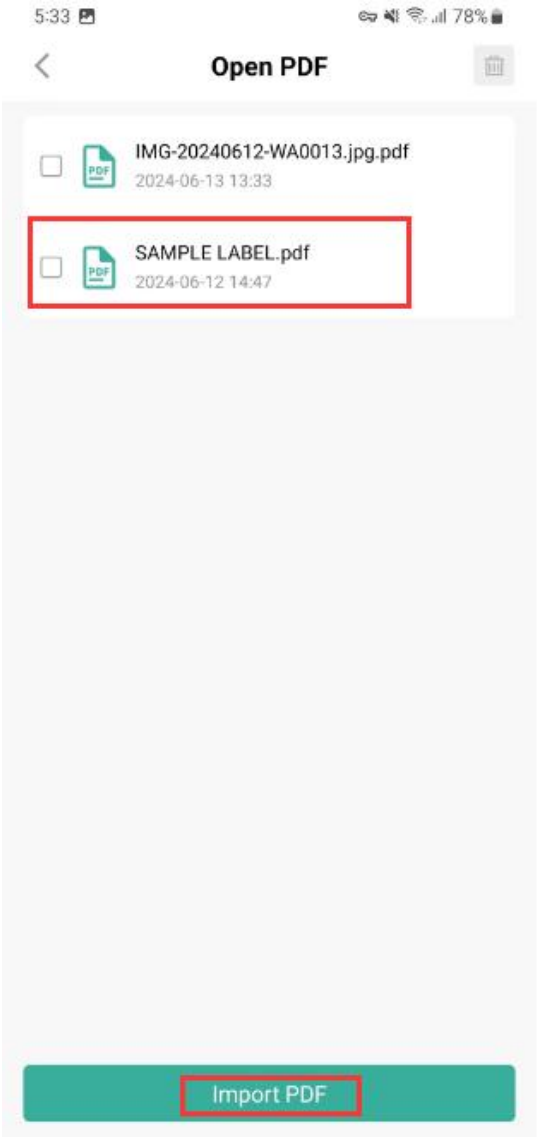
Step 6:

Select PDF print



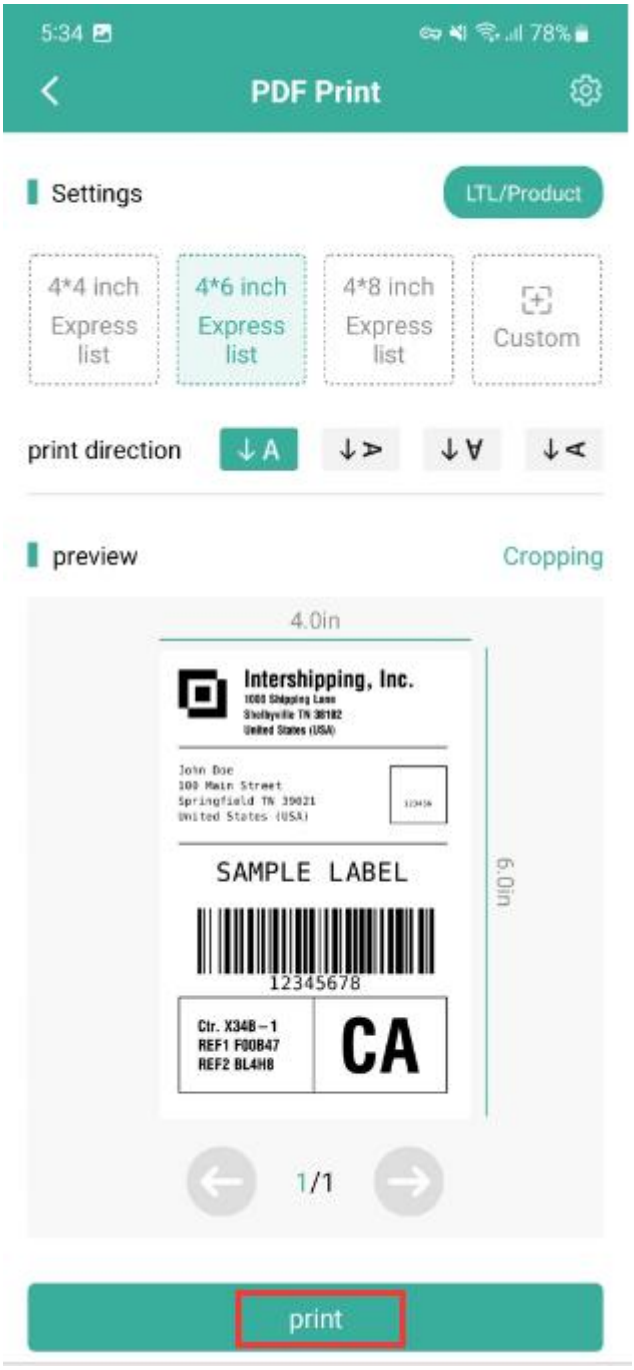
Step 7:

Import the PDF, then select the PDF you want to print



Step 8:

Select the correct paper size and orientation, then click Print.

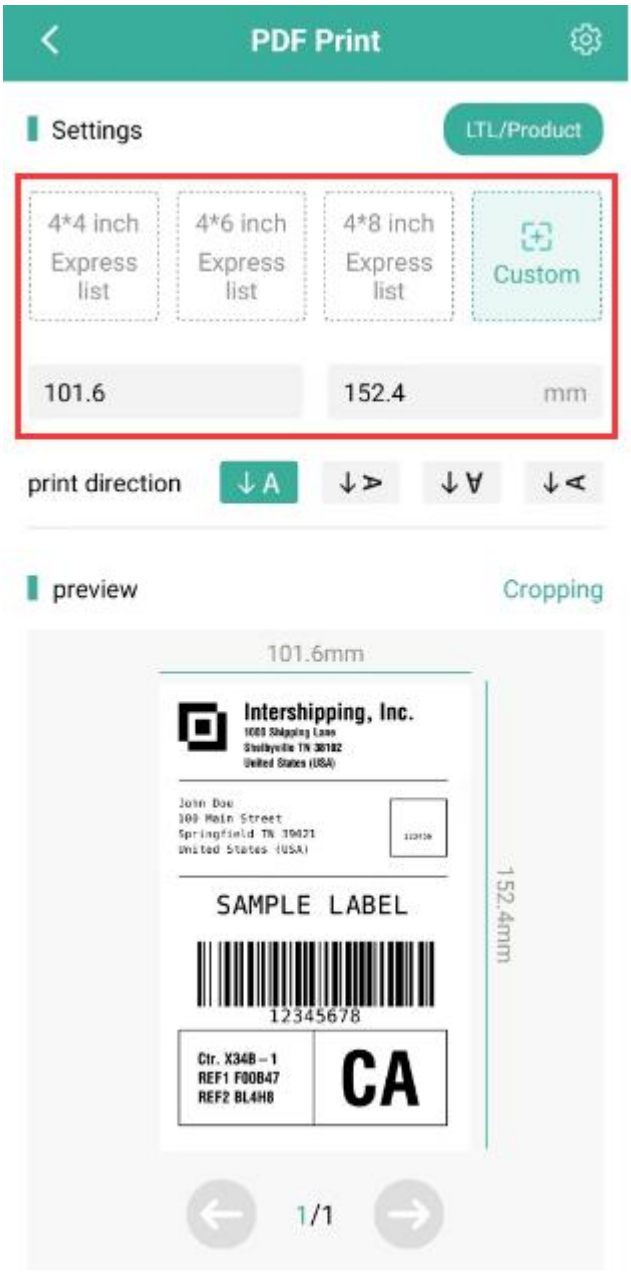


4.2 How to adjust paper type, paper size, print density, print speed, etc.

Set the paper size

Step 1:

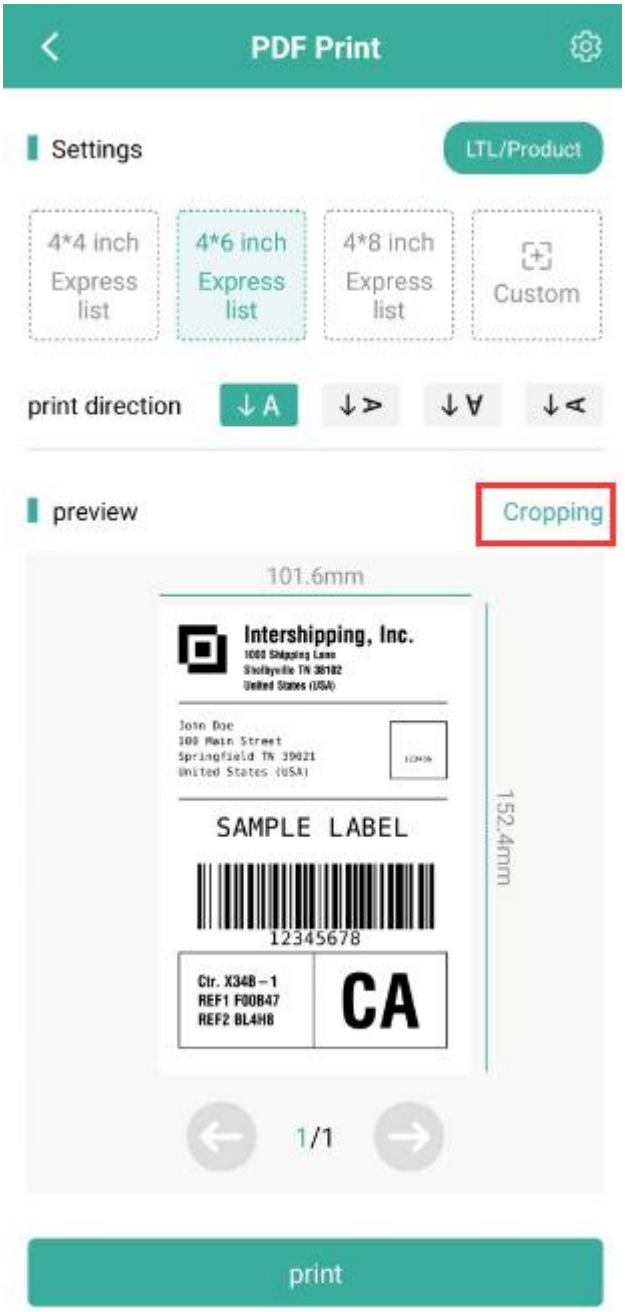
In the PDF Print interface, you can select commonly used label sizes or customize the label size.



Capture print content

Step 1:

Click Cropping to customize the content you want to print.



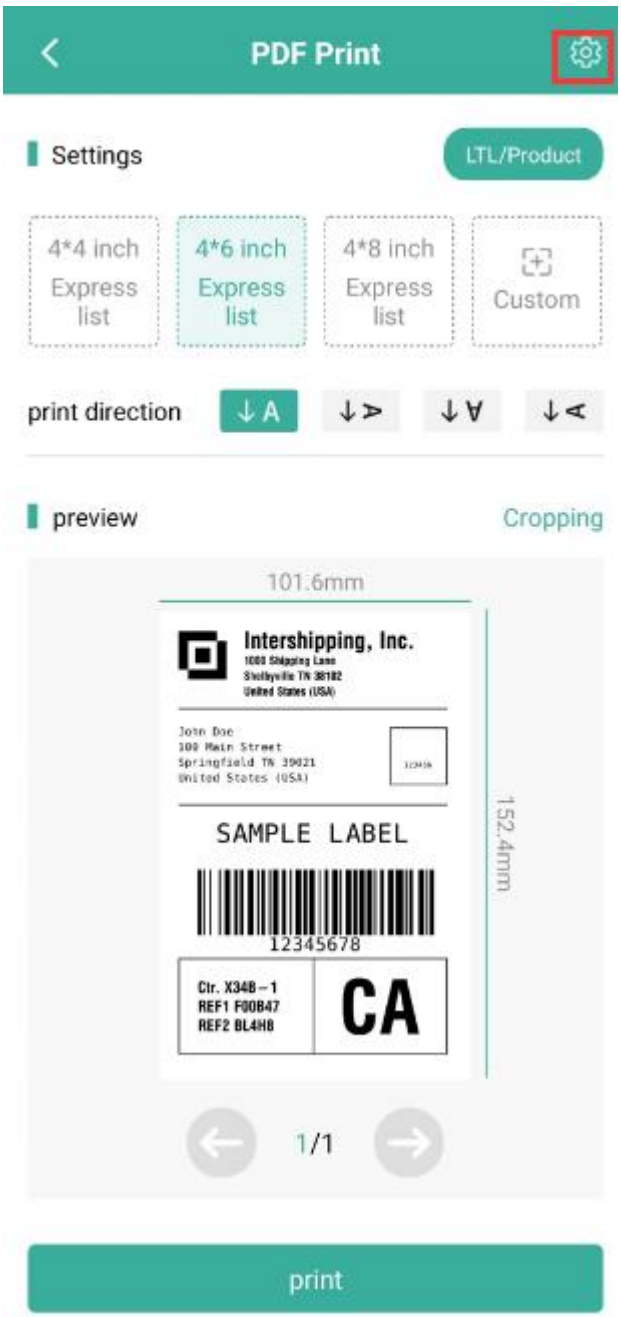
Step 2:

Drag the border to capture the content you want to print

Set the paper type

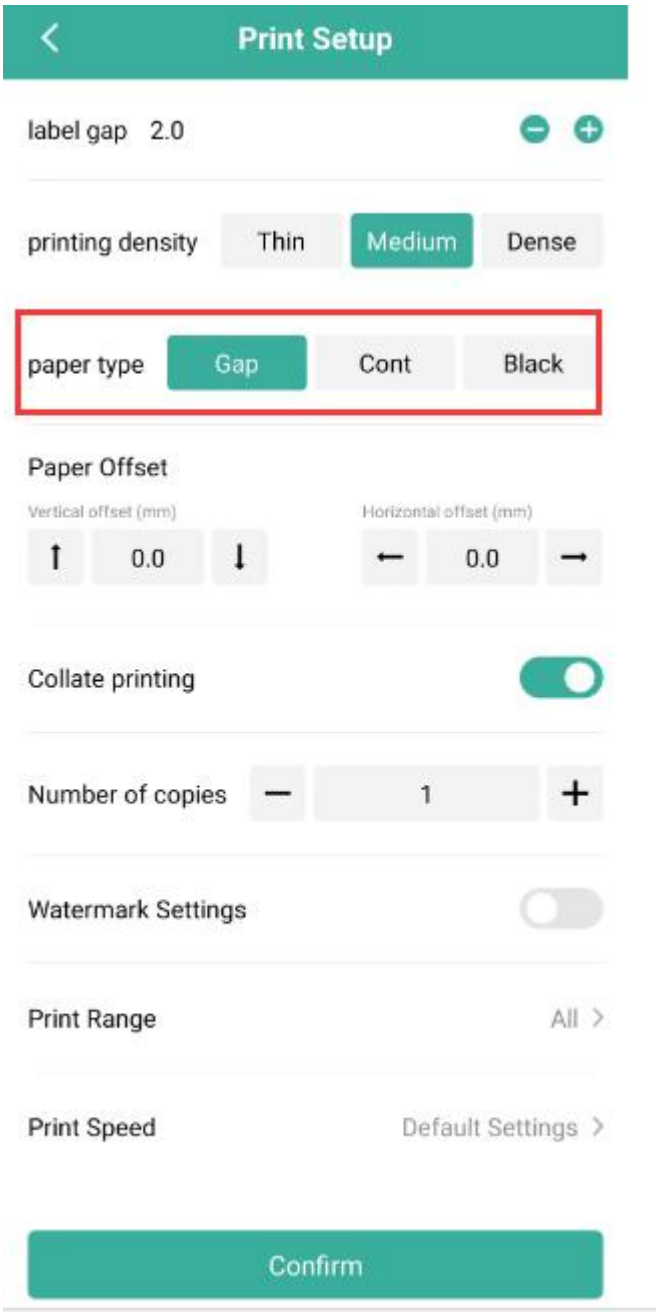
Step 1:

In the PDF printing interface, click the settings icon in the upper right corner to enter the Print Setup interface.



Step 2:

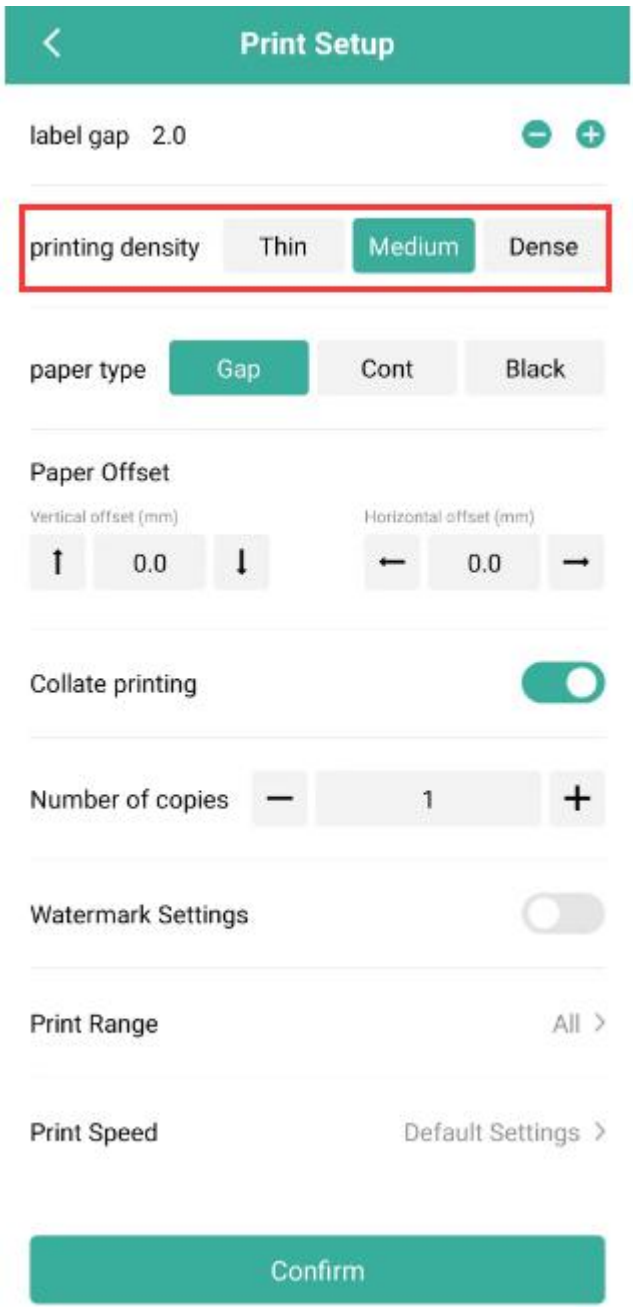
In the Print Setup interface, there are three paper types to choose from: Gap, Cont, Black



Setting the print density

Step 1:

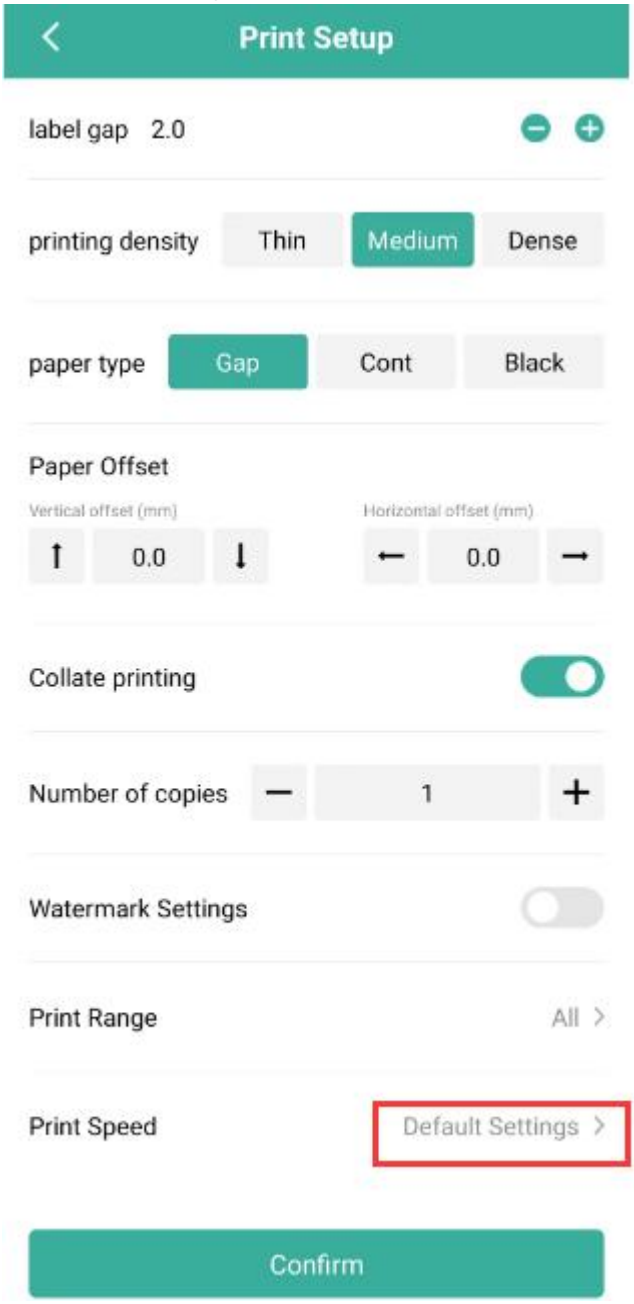
In the print settings interface, there are three densities to choose from: Thin, Medium, Dense.



Setting the Print Speed

Step 1:

In the print settings interface, click Print Speed to enter the speed selection interface.



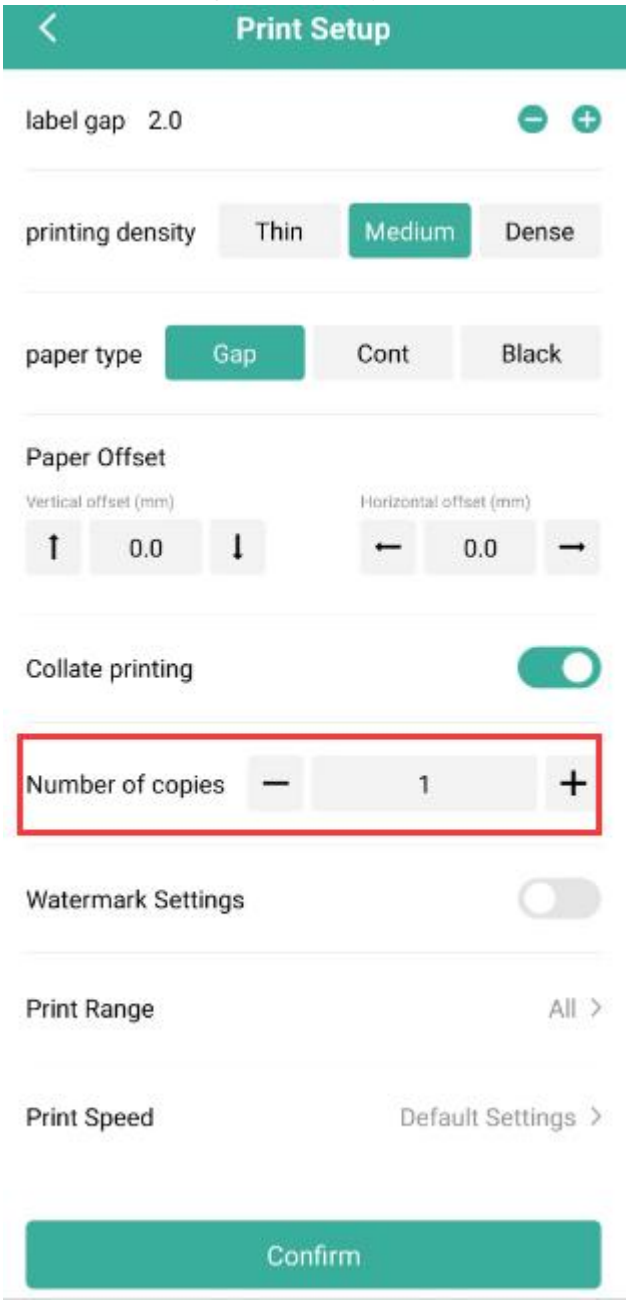
Step 2:

There are six speeds to choose from under the Print Speed interface

Set the number of copies

Step 1:

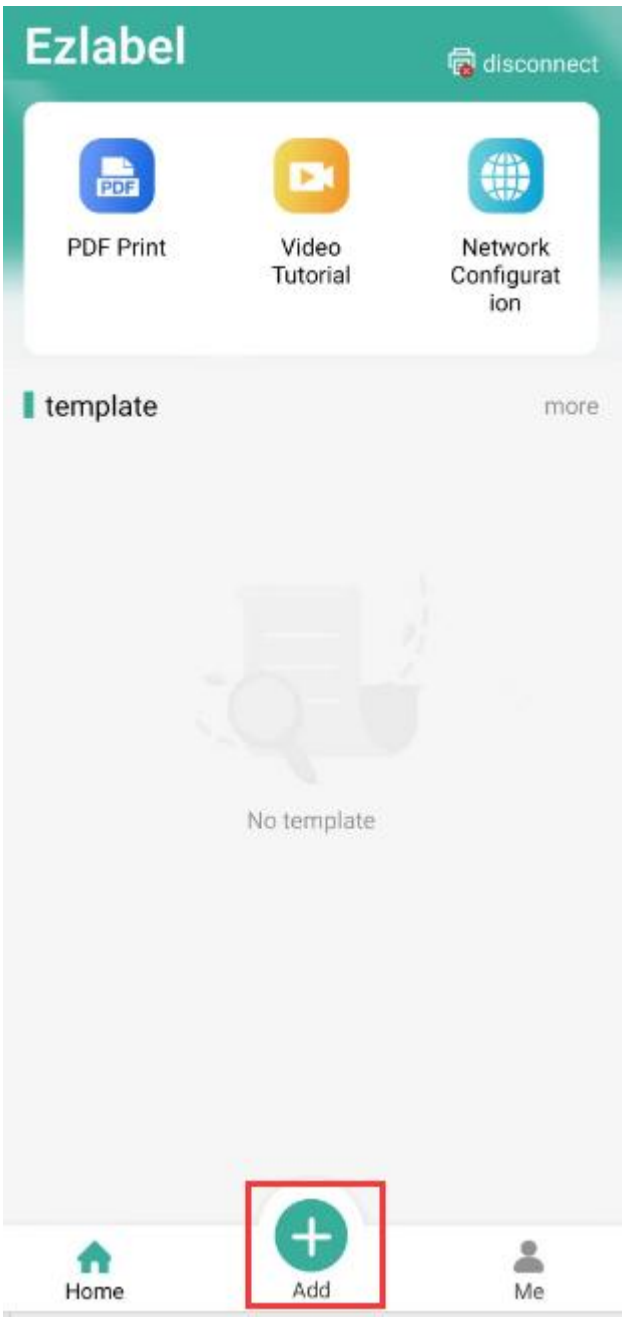
In the print settings interface, you can select the number of copies to print.



4.3 How to create a new label

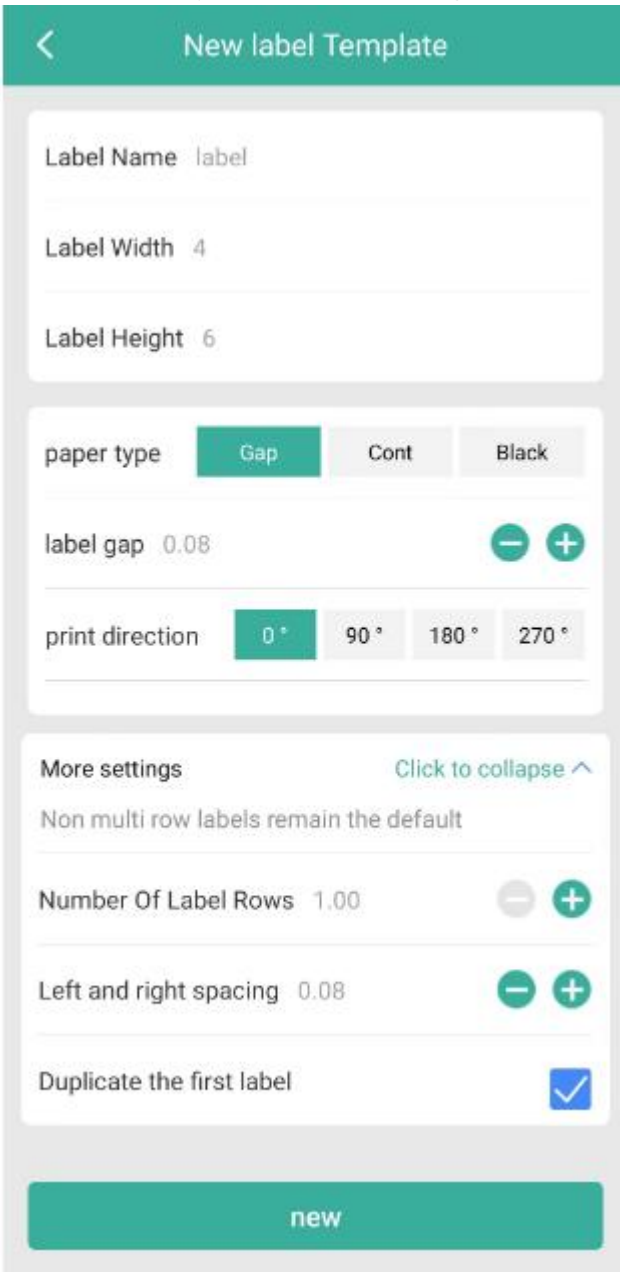
Step 1:

Click Add on the main page



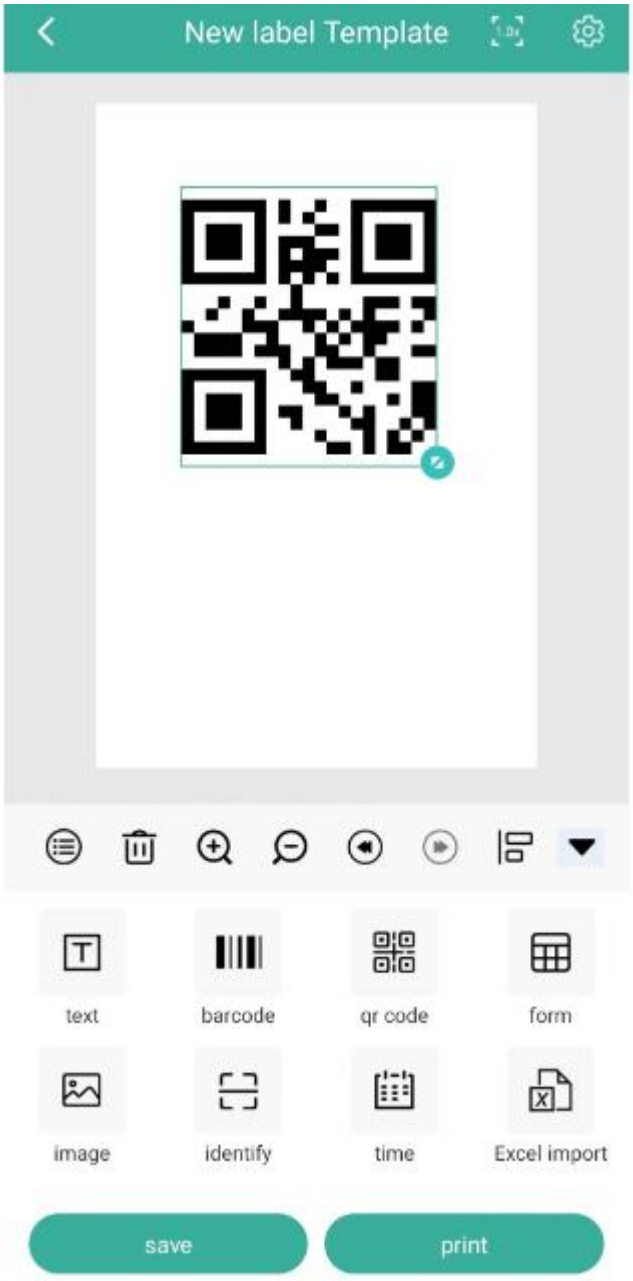
Step 2:

Enter the New label Template interface, where you can name the label, modify the label size and paper type, and other settings. After completing the settings, click new



Step 3:

Customize printing content according to your needs.



Step 4:

If you want to print immediately, please click Print.

Step 5:

If you click save, the edited content will be automatically saved on the home page.

5 For Windows

5.1 How to install the printer USB driver on Windows?

Step 1:

Connect your printer to your computer using a USB cable and turn it on. Make sure the paper is loaded correctly and the printer indicator light is blue, indicating it is working properly.

Step 2:

Insert the USB stick that came with your printer into your computer's USB port.

Step 3:

Navigate to the folder containing the Windows driver and double-click on driver to begin the installation process.

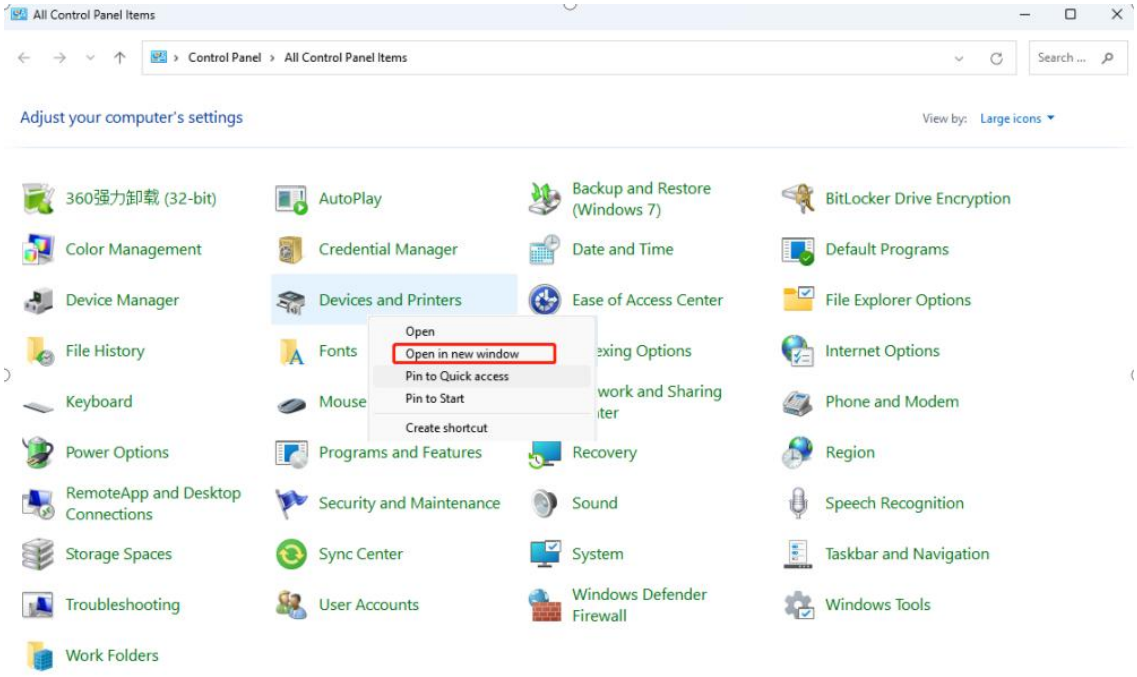
Step 4:

When the following pop-up window appears, it means that the printer driver has been installed successfully. (The driver will automatically install and assign the corresponding USB interface to connect to the printer)

5.2 How to set the size of the paper to be printed?

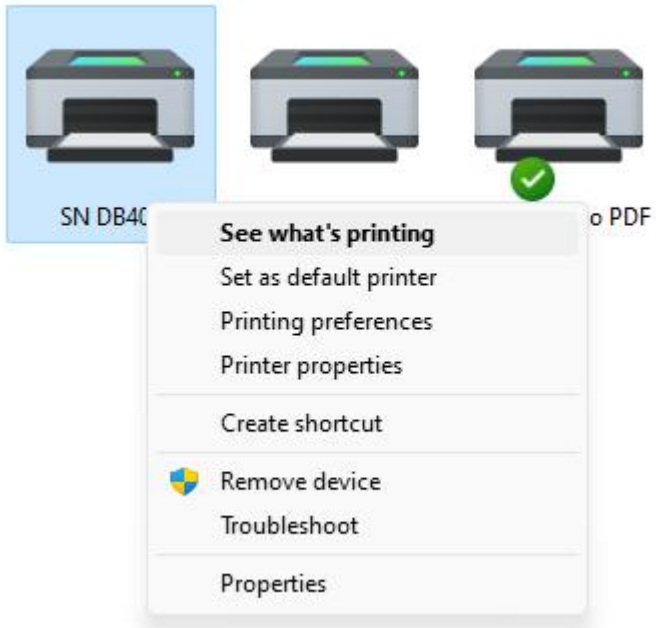
Step 1:

Go to the control panel and right-click on<Devices and Printers>to select "Open in New Window"



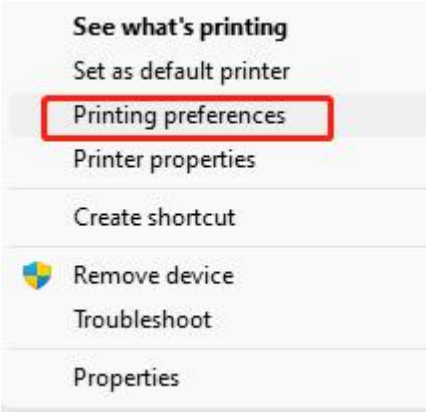
Step 2:

Find the name of the printer driver you installed earlier, and right-click on it.



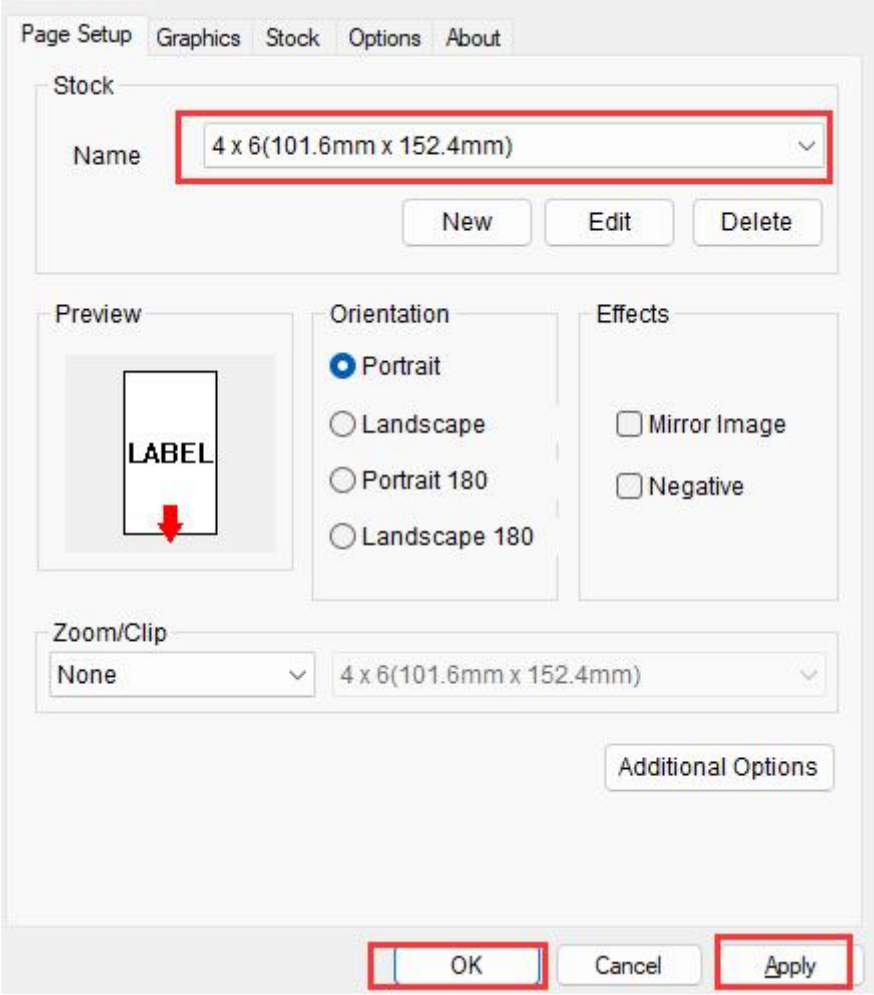
Step 3:

Select <Print preferences>.



Step 4:

Choose the 4x6 inch or other sizes you need, then click <Apply> and <OK>.



5.3 How to print?

Using a browser-printed file as an example

Step 1:

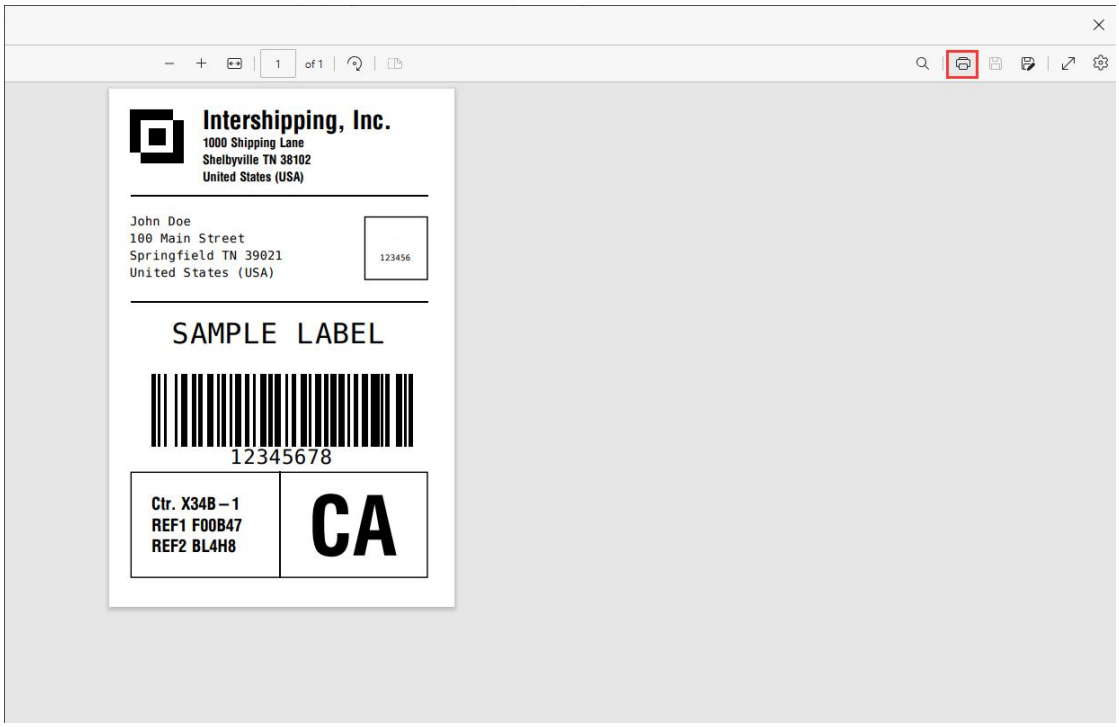
Prepare the printer by correcting the paper. Follow these steps: Turn on the printer, press and hold the FEED button, wait for the indicator light to flash red, and release the button.

Step 2:

Open the PDF file of the (4 x 6) sample label in your browser.

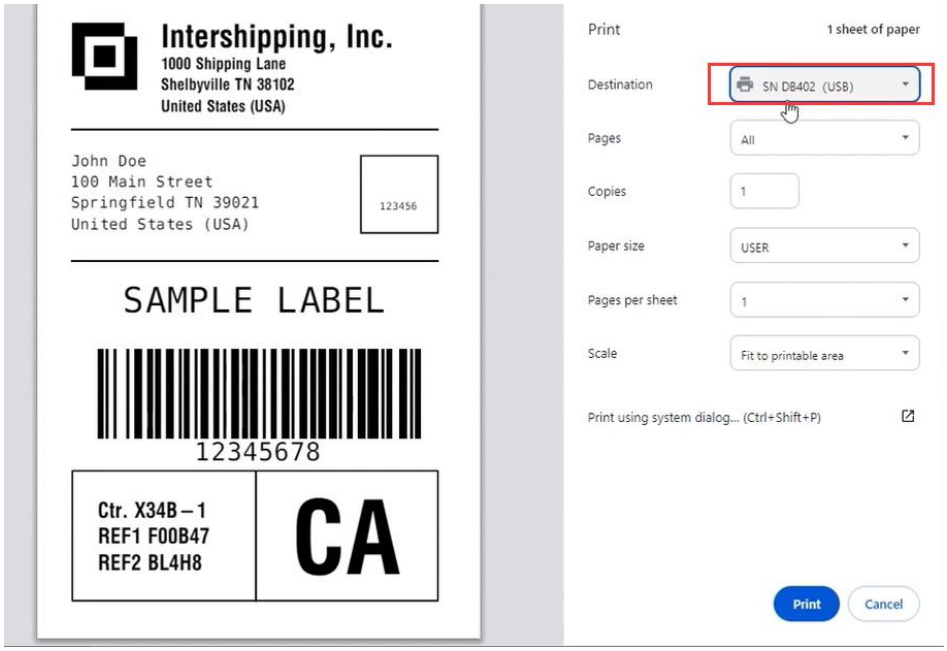
Step 3:

Click on Print button.



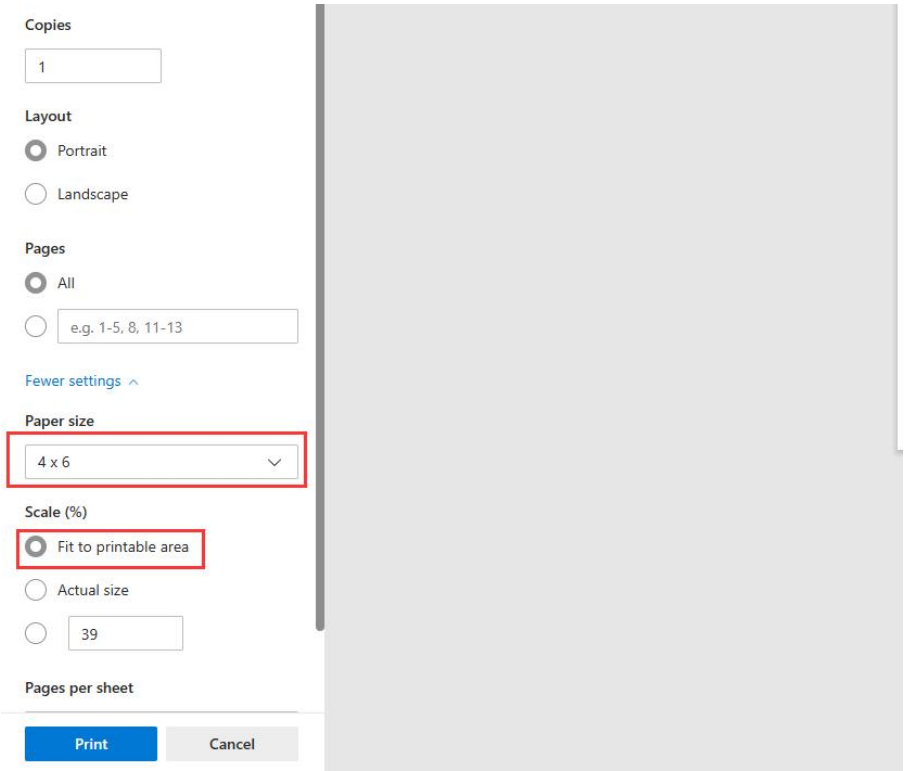
Step 4:

Select the printer and click to choose the installed printer driver.

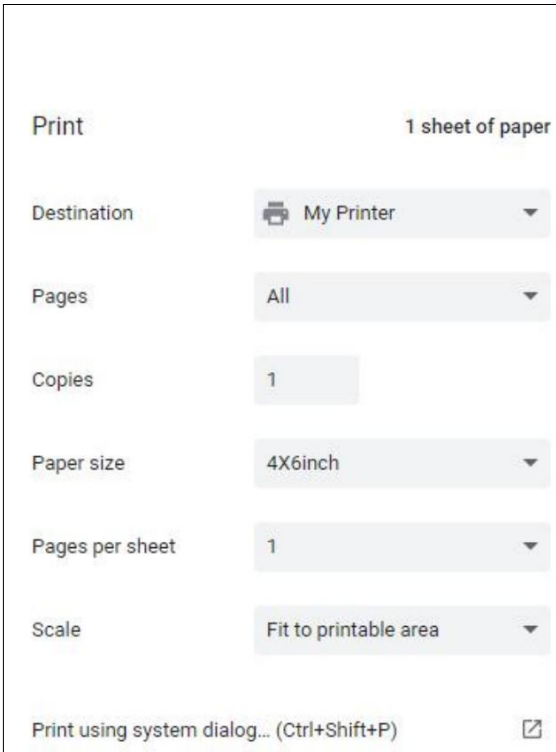


Step 5:

Click on “Paper size” and select “4x6” as the print size. Click on “Scale” and select “Fit to printable area.” Click "Print" to print the file.



Google Chrome Browser

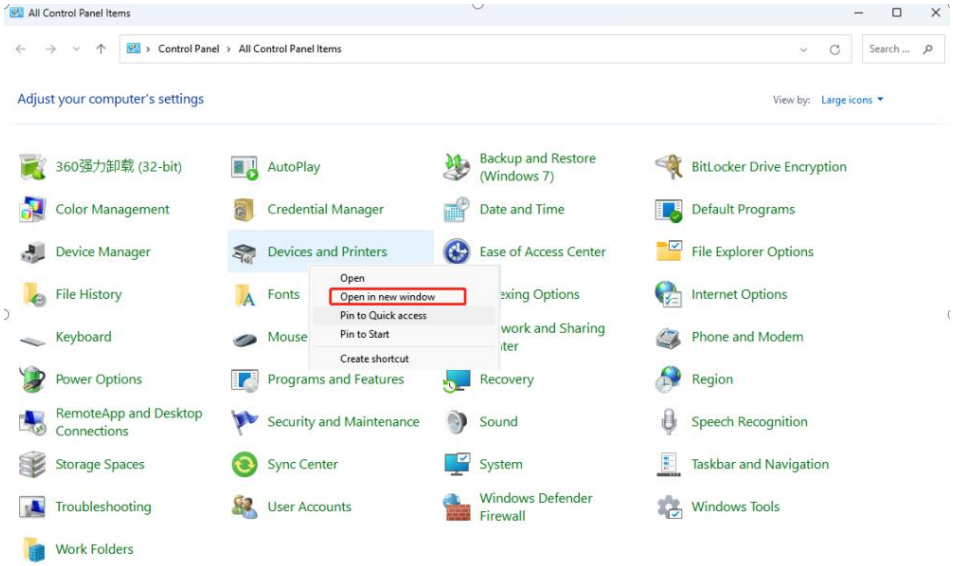
	**Destination:** Select the printer driver you installed to print.
	Pages: Print all pages or choose to print pages.
	Copies: how many copies should be printed. Default is to print one copy.
	Paper size: Select the size that matched the installed label. If there is none, go to driver to create label size and restart Google Chrome.
	Pages per sheet: Determines how many pages a tab should contain.
	Scale: To zoom in or out content on label.
	Print using system dialog: For details, see (How to set paper size, printer mode, printing speed and density?)

5.4 How to set paper size, printer mode, printing speed and density?

Set the paper size

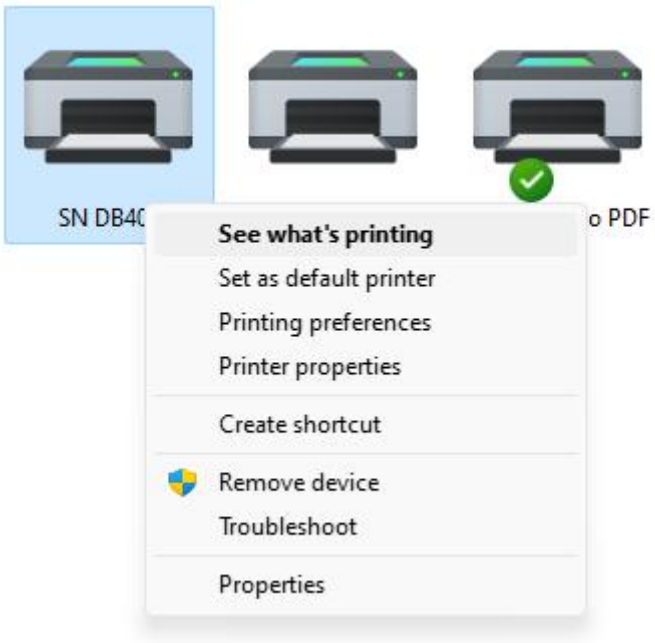
Step 1:

Go to the control panel and right-click on<Devices and Printers>to select "Open in New Window"



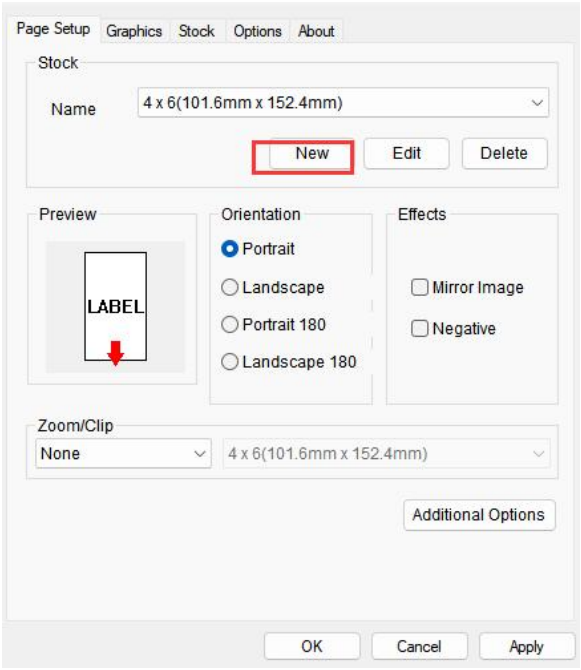
Step 2:

Find the name of the printer driver you installed earlier and right-click on it. Select "Printing preferences."



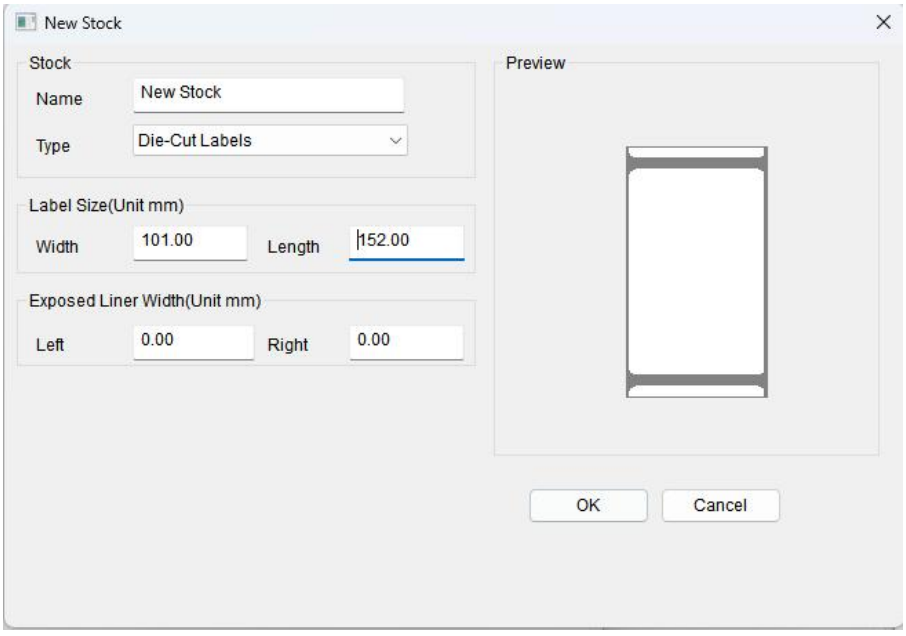
Step 3:

Click on New.



Step 4:

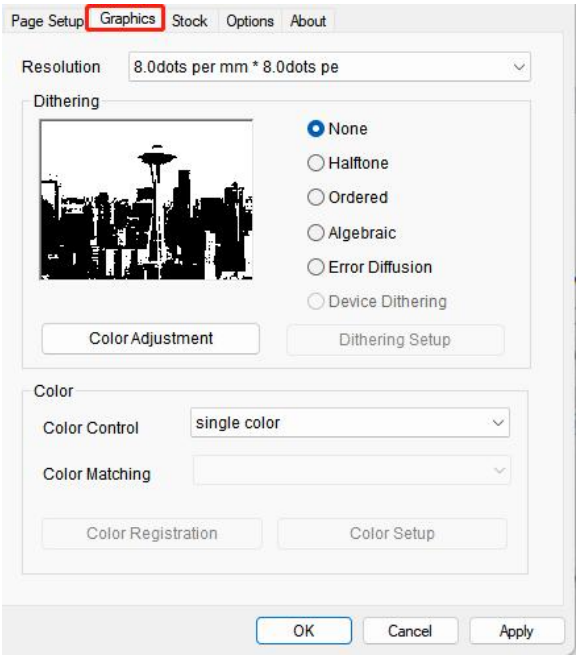
Set the new volume name and paper size. Click OK.



Graphics Settings

Step 1:
Click on “Graphics.”

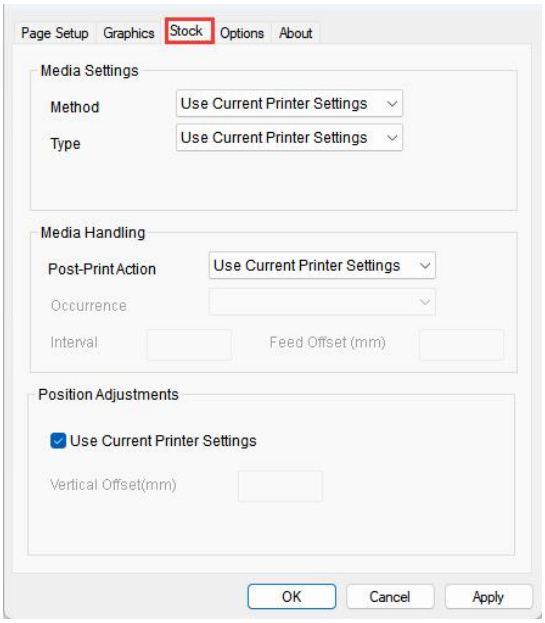
Step 2:
Set graphics options you need (Note: Select "None" when printing text, and select other modes for printing pictures).



How to print black mark paper or continuous?

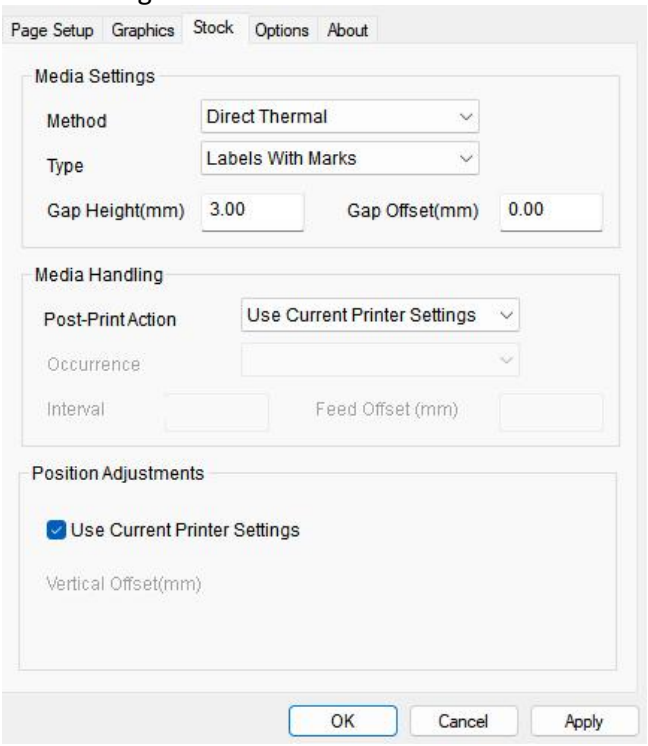
Step 1:

Click on “Stock.”



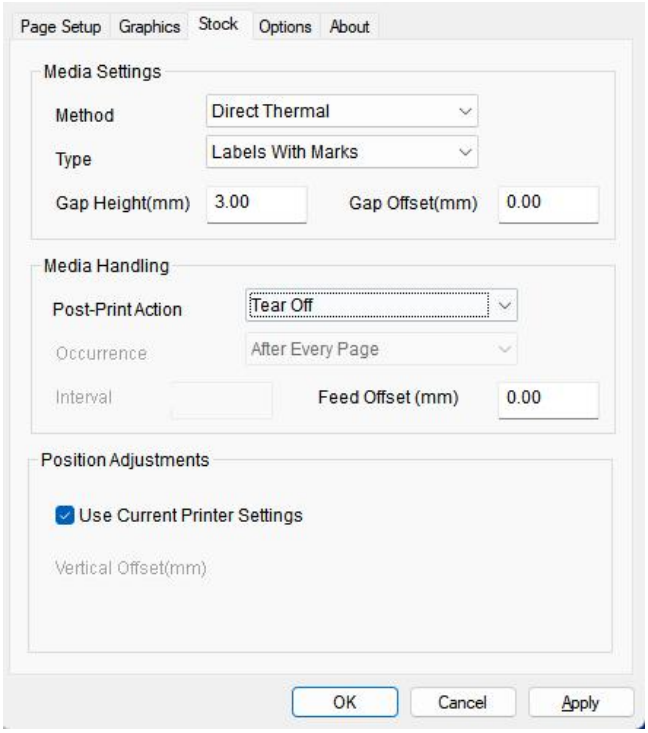
Step 2:

In the Type option, select Label With Marks and set the Mark Height to match the black mark height of your paper. The printer will switch to black mark paper mode after saving.



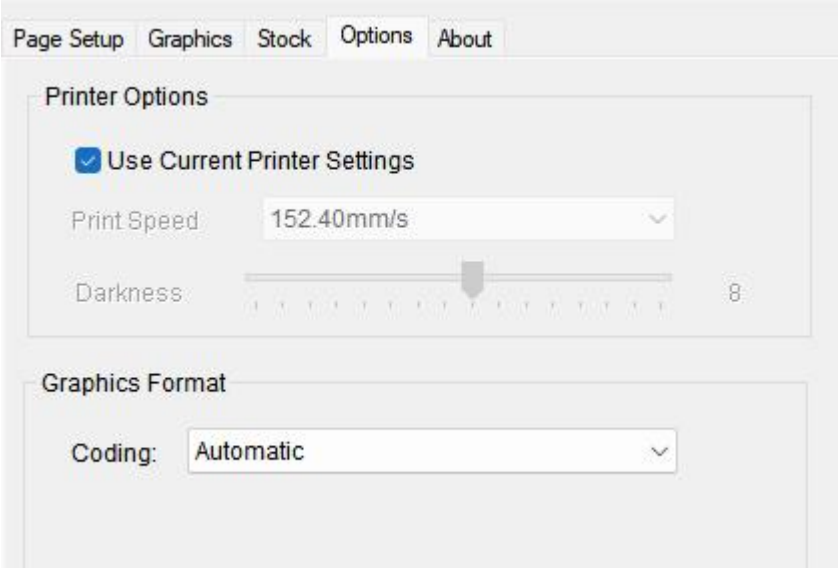
Step 3:

In the Type option, select Continuous. The printer will switch to continuous paper mode after saving.

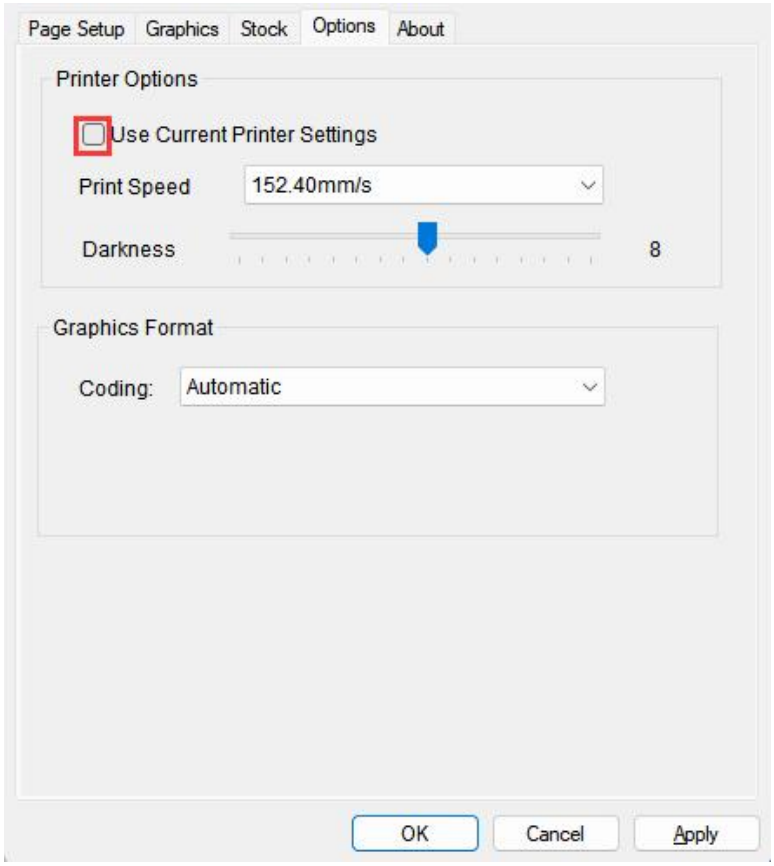


How to set the printing speed and printing density?

Step 1:
Click on “Options.”

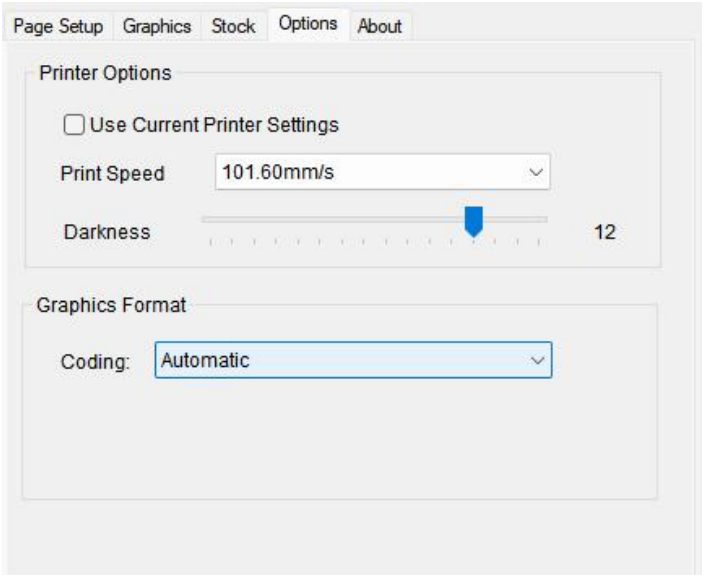


Step 2:
Uncheck Use Current Printer Settings



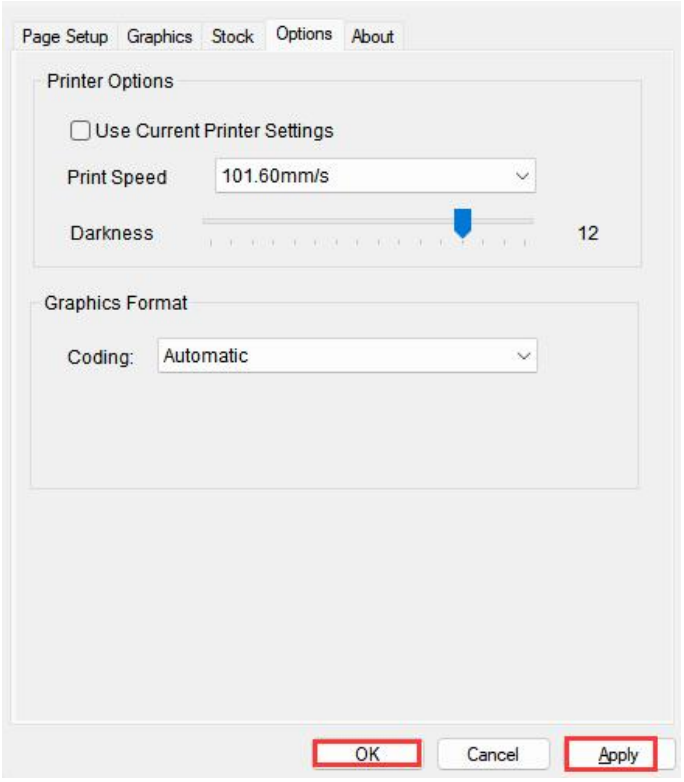
Step 3:

Set the speed and darkness of the printer. (Note: If the density is not set to the maximum, it may damage the printer.)



Step 4:

Click Apply, OK. Save Settings.



6 For MacOS

6.1 How to install printer driver on mac?

Step 1:

Connect your printer to your computer using a USB cable and turn it on. Make sure the paper is loaded correctly and the printer indicator light is blue, indicating it is working properly.

Step 2:

If a message appears asking if you want to allow the connected device to access your Mac, click "Allow".

Step 3:

Insert the USB stick that came with your printer into your Mac.

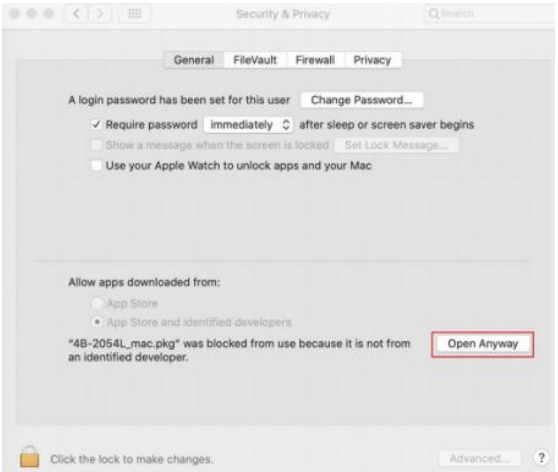
Step 4:

Double-click the driver package file.

If the following security warning appears,

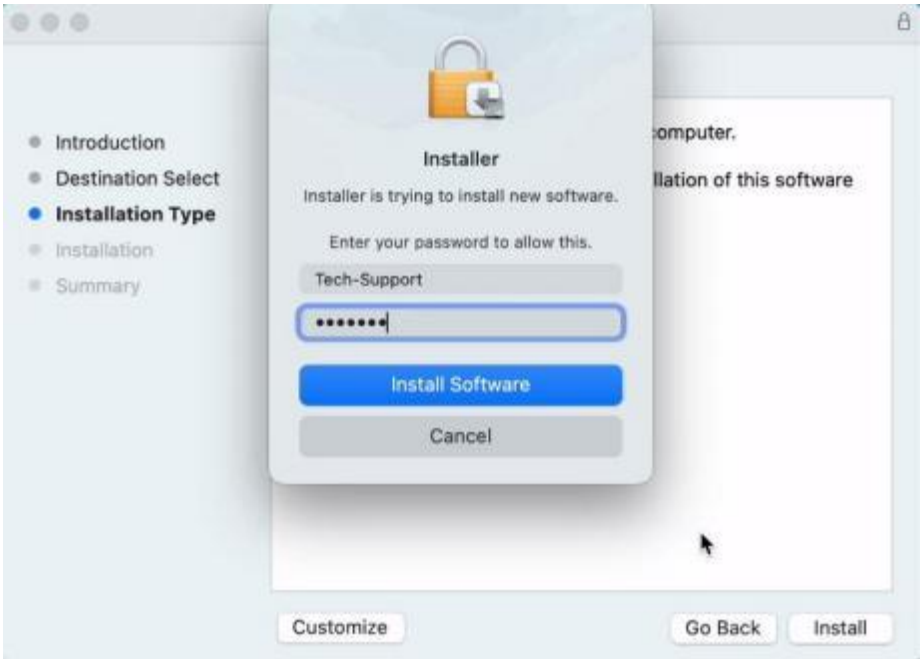
_mac.pkg" can't be opened because Apple cannot check it for malicious software.
This software needs to be updated. Contact the developer for more information.
micmi.com
OK

go to "System Preferences", click "Security & Privacy", and click "Open Anyway". Then return to the driver installation interface to continue.



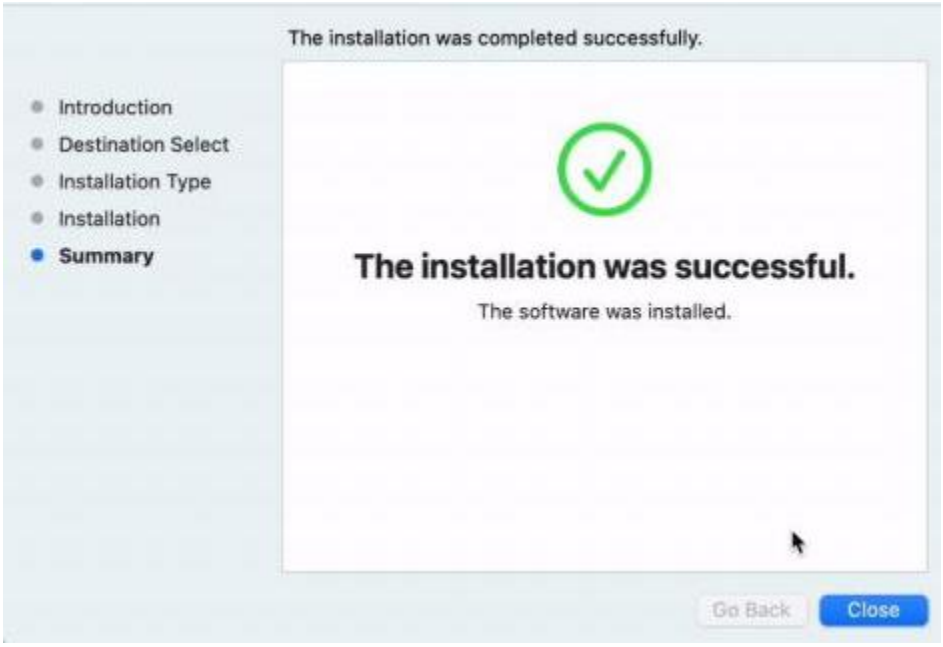
Step 5:

Enter your Mac's password, and click "Install Software".



Step 6:

Wait for the driver to finish installing.

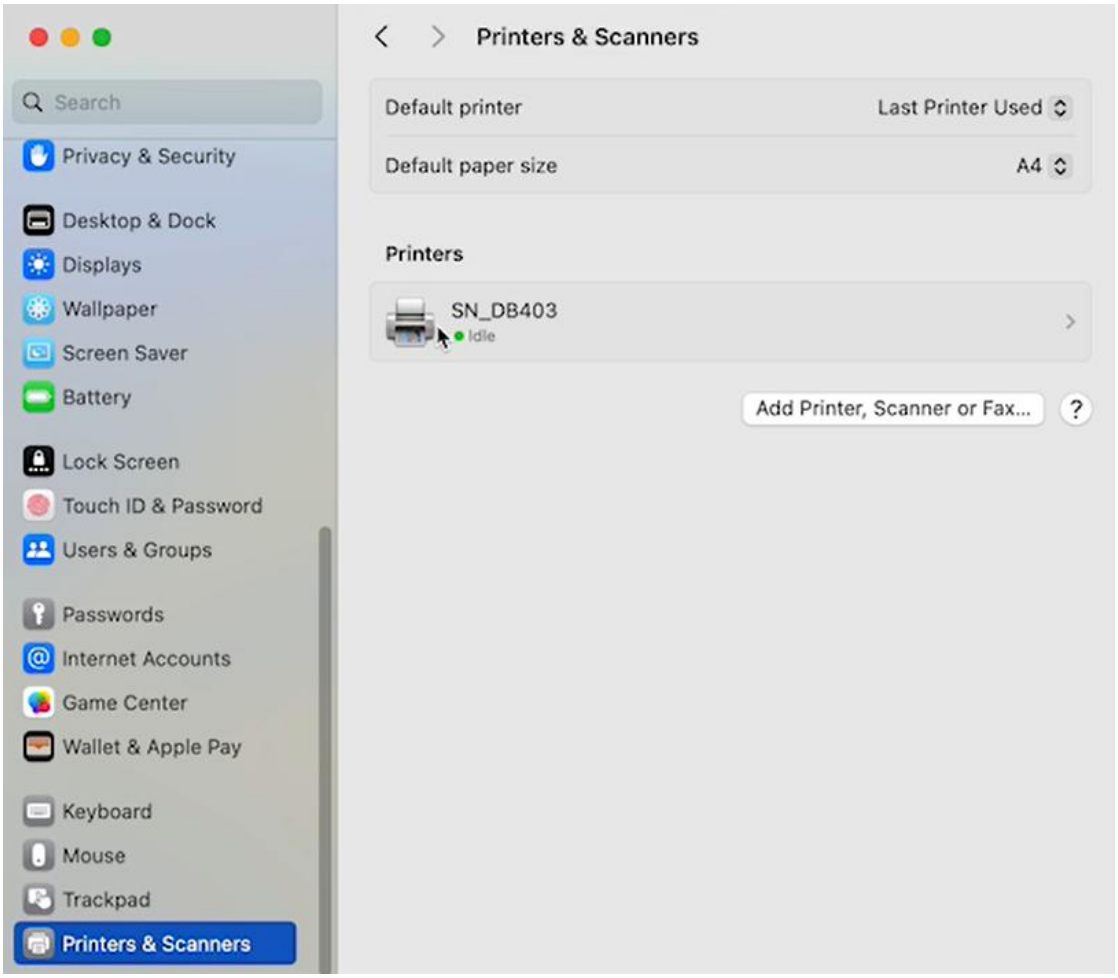


Step 7:

Enter your System Settings.

Step 8:

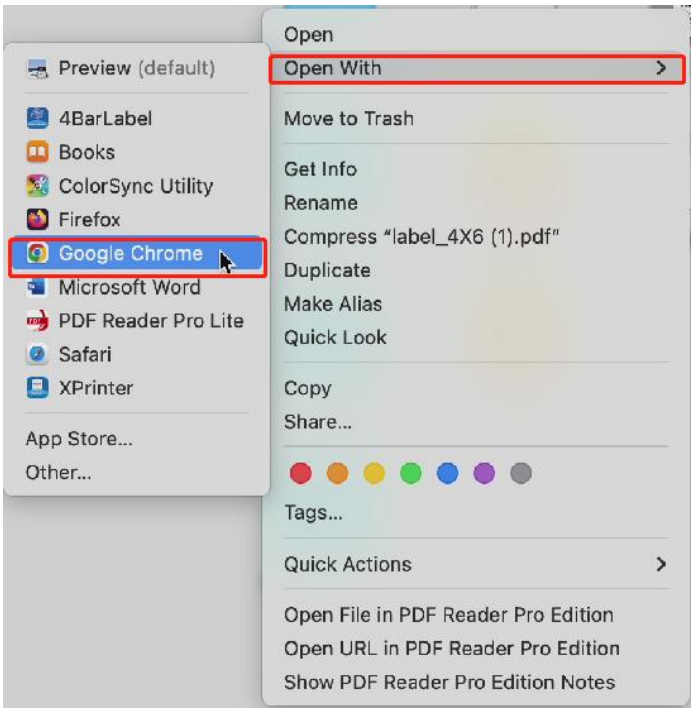
Find "Printers & Scanners". If the driver is successfully installed, the printer will display the status. If the displayed status is offline, you need to check whether the USB cable and the OTG adapter cable are normal.



6.2 How to print the standard label on mac?

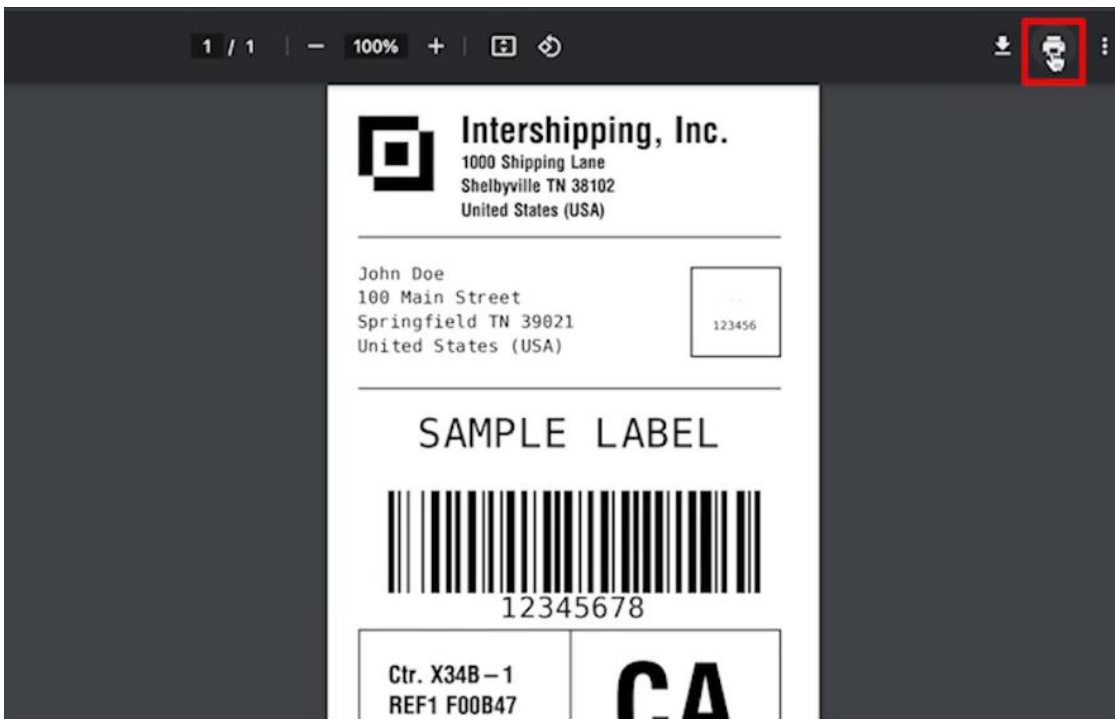
Step 1:

Open the file with Google Chrome.



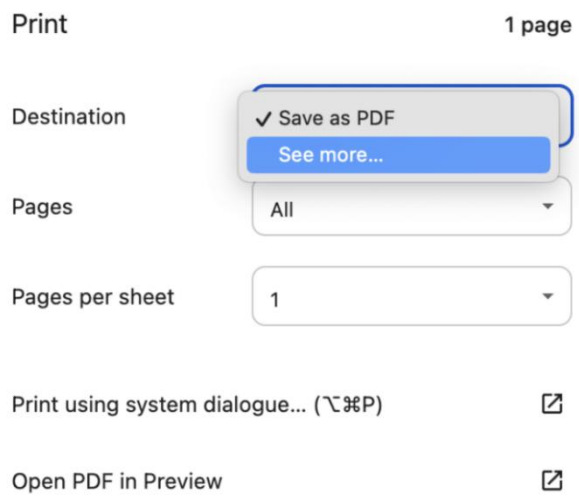
Step 2:

Click Print.



Step 3:

Click “See more” in Destination.

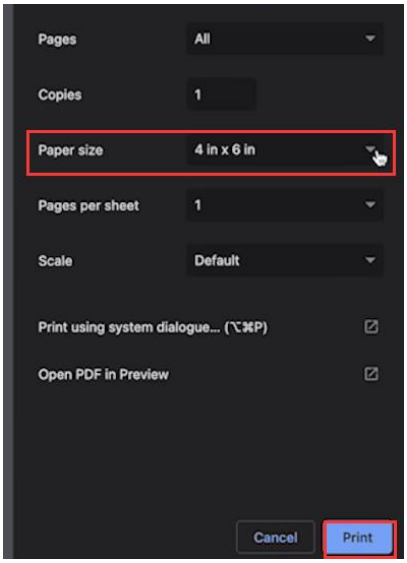


Step 4:

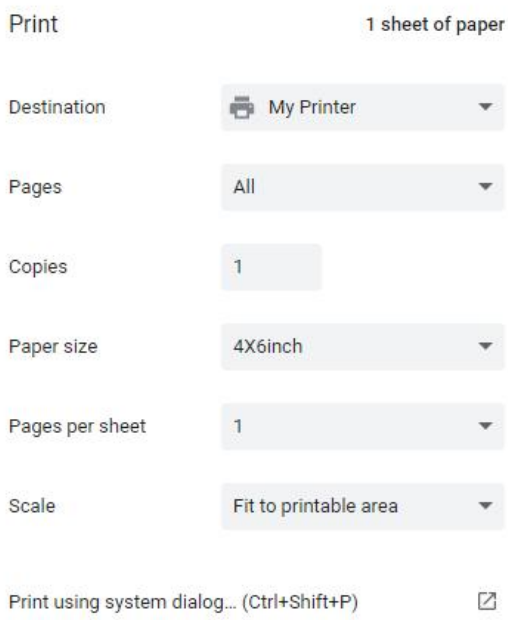
Find the installed printer driver.

Step 5:

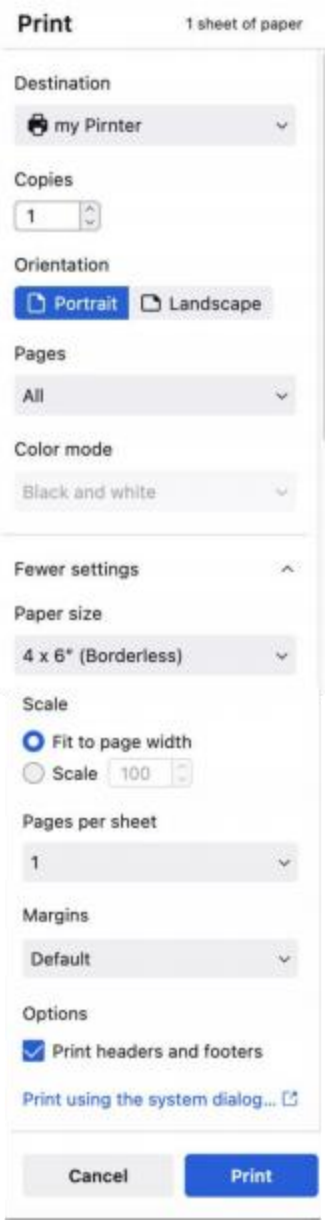
After setting the print size and print area, click “Print” .



Google Chrome Browser

	**Destination:** Select the printer driver you installed to print.
	Pages: Print all pages or choose to print pages.
	Copies: how many copies should be printed. Default is to print one copy.
	Paper size: Select the size that matched the installed label. If there is none, go to driver to create label size and restart Google Chrome.
	Pages per sheet: Determines how many pages a tab should contain.
	Scale: To zoom in or out content on label.
	Print using system dialog: For details, see (How to set paper size, printer mode, printing speed and density?)

Firefox Browser

<table>
<tr>
<td> 
</td>
<td>Destination: Select the printer driver you installed to print.</td>
</tr>
<tr>
<td></td>
<td>Copies: how many copies should be printed. Default is to print one copy.</td>
</tr>
<tr>
<td></td>
<td>Orientation: Portrait: Present image as width greater than high. Landscape: Present image as width smaller than high.</td>
</tr>
<tr>
<td></td>
<td>Pages: Print all pages or choose to print pages.</td>
</tr>
<tr>
<td></td>
<td>Paper size: Select the size that matched the installed label. If there is none, go to driver to create label size and restart Google Chrome.</td>
</tr>
<tr>
<td></td>
<td>Scale: To zoom in or out content on label.</td>
</tr>
<tr>
<td></td>
<td>Pages per sheet: Determines how many pages a tab should contain.</td>
</tr>
<tr>
<td></td>
<td>Margins: Just keep the default settings.</td>
</tr>
<tr>
<td></td>
<td>Options: Please cancel the "Print headers and footers" option, irrelevant information may be printed at the top and bottom of the page. Print Background : Select whether to print the website background.</td>
</tr>
<tr>
<td></td>
<td>Print using system dialog: For details, see (How to set paper size, printer mode, printing speed and density?)</td>
</tr>
</table>

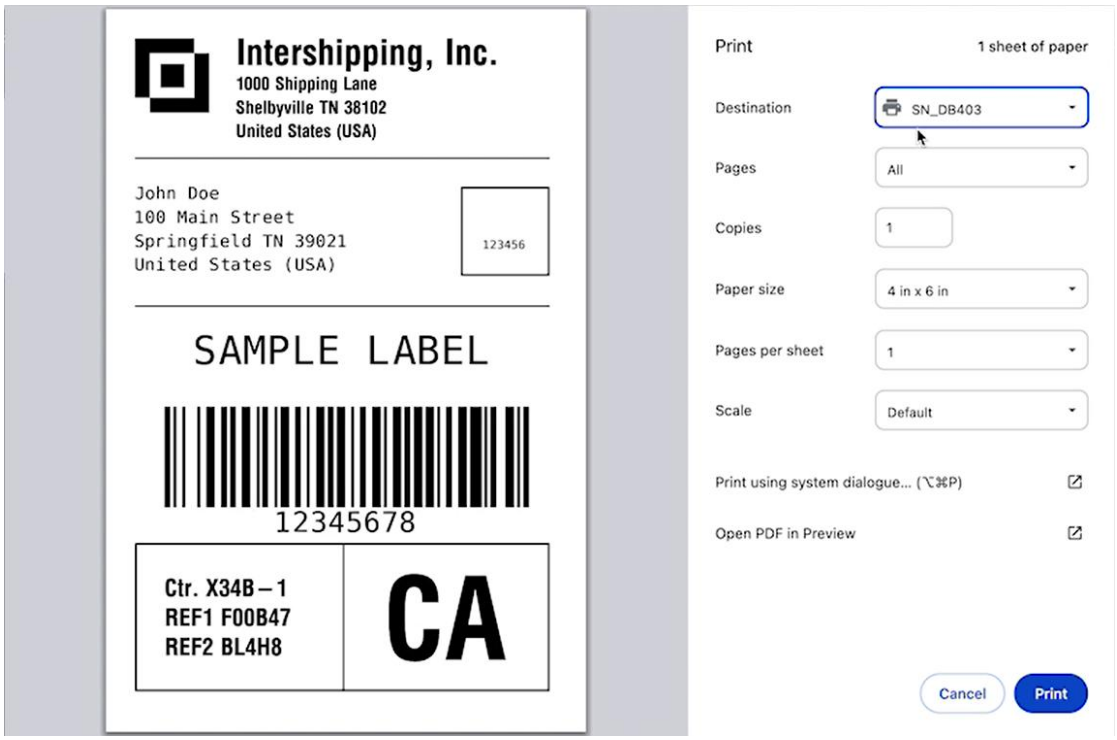
6.3 How to set paper size, printer mode, printing speed and density?

Step 1:

Open the file. Press and hold command+P on the keyboard to call out the print settings panel.

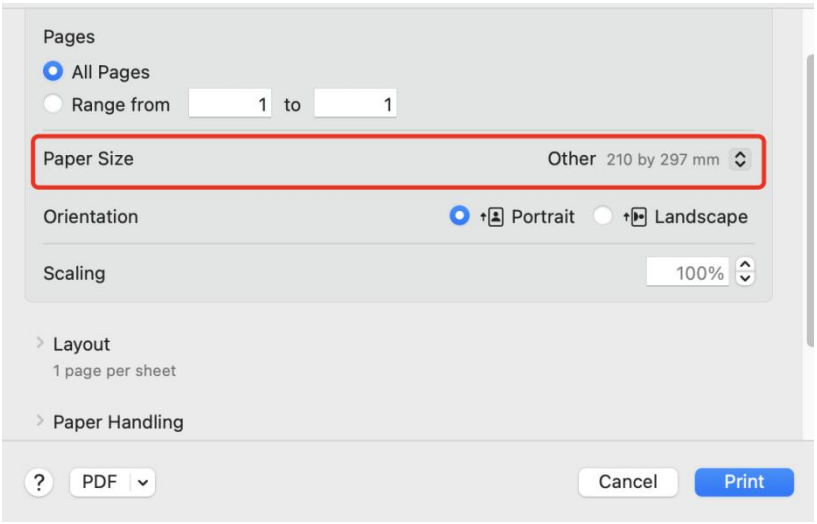
Step 2:

Please check the Printer. If it is different, please select the printer you are currently using.

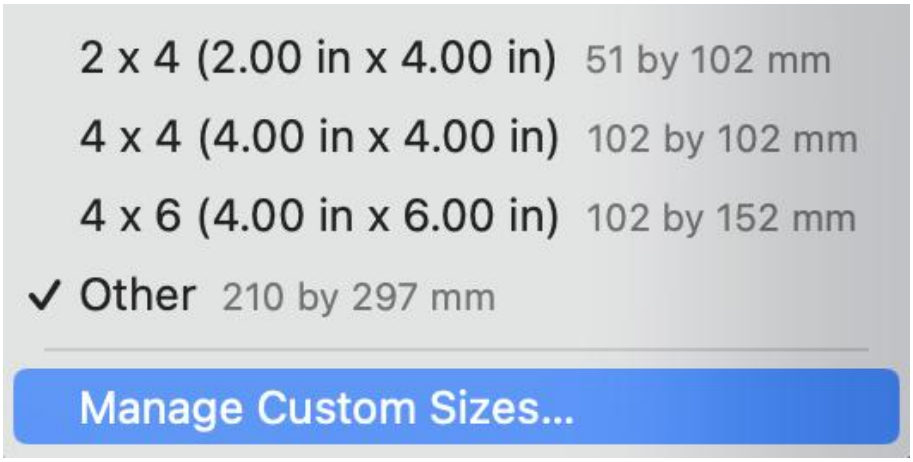


Set the print size

Step 1:
Click on Paper Size.

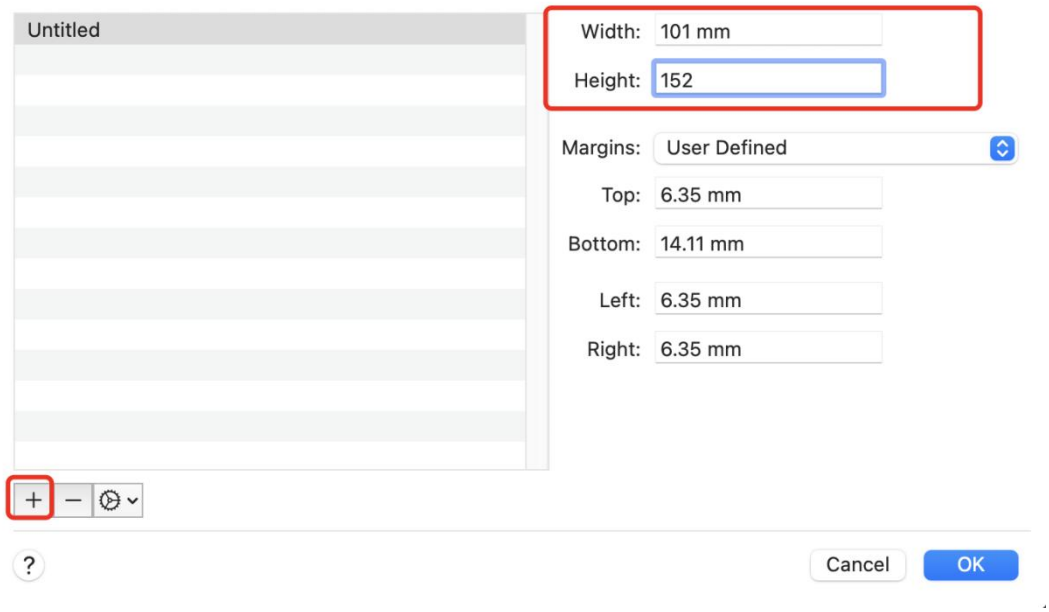


Step 2:
Use a size from the list, or select Manage custom sizes.


2 x 4 (2.00 in x 4.00 in) 51 by 102 mm
4 x 4 (4.00 in x 4.00 in) 102 by 102 mm
4 x 6 (4.00 in x 6.00 in) 102 by 152 mm
✓ Other 210 by 297 mm
Manage Custom Sizes...

Step 3:

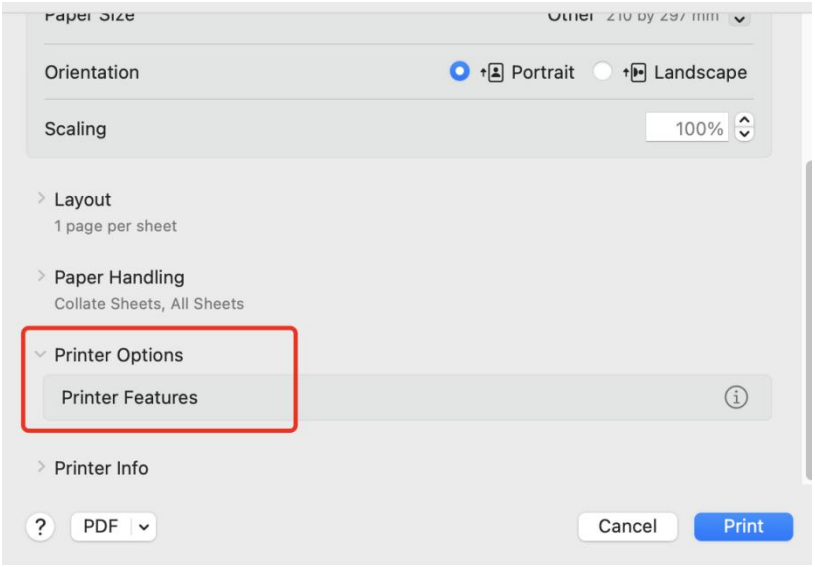
Click "+", and you can add custom size. Enter the height and width of the paper to be printed.



Set black mark paper and continuous paper mode

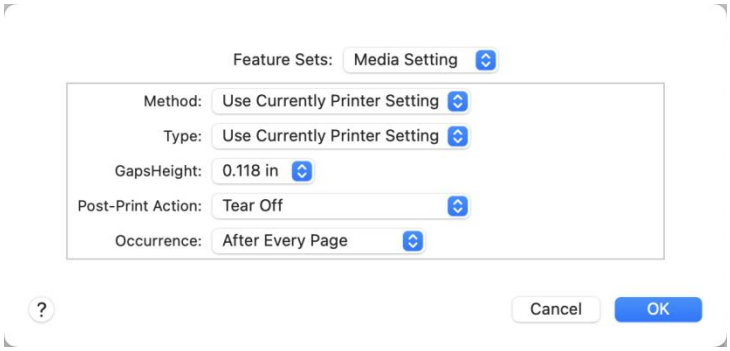
Step 1:

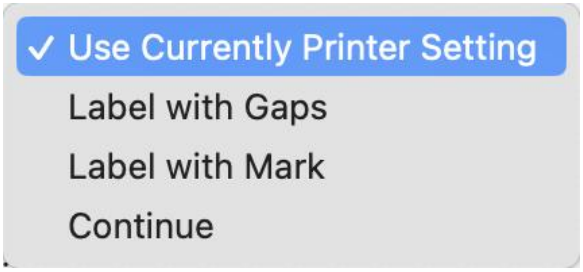
Click on “Printer Options” and enter “Printer Features” .



Step 2:

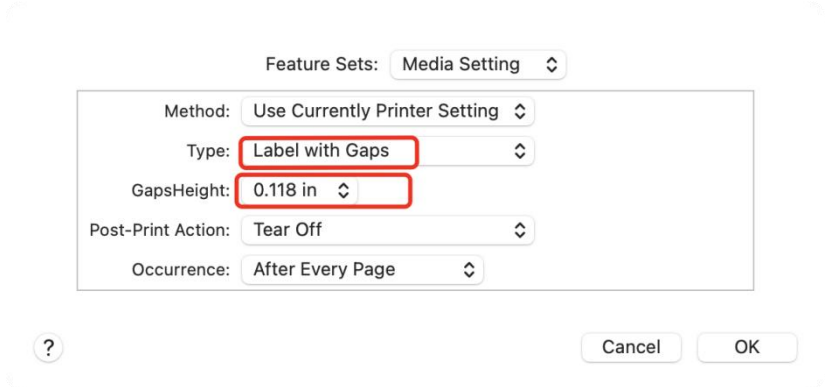
Select options according to the type of paper used.



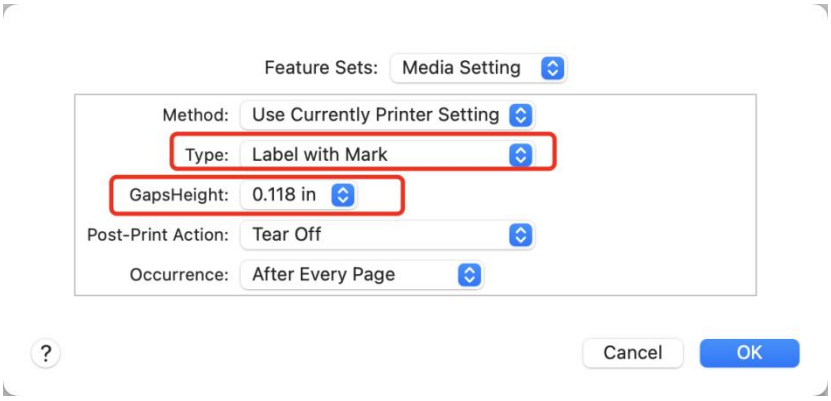


Step 3:

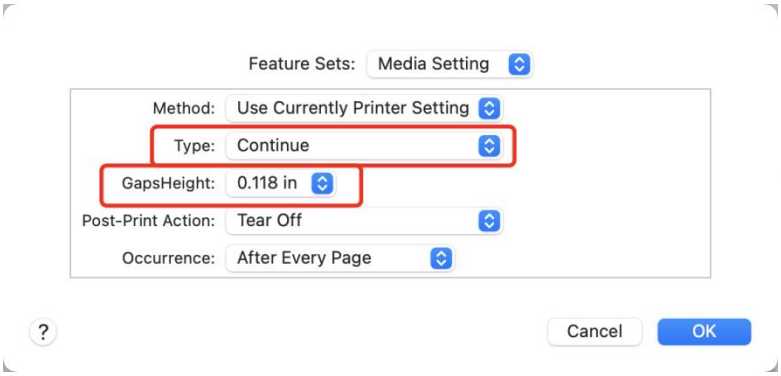
In Gap Paper mode, select the actual gap height of the paper.



In black mark paper mode, select the actual black mark height of the paper.



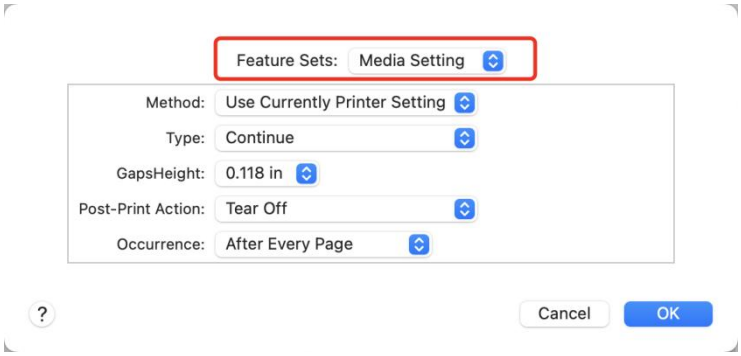
In continuous paper mode, there is no need to set the height.



Set the printing speed and density?

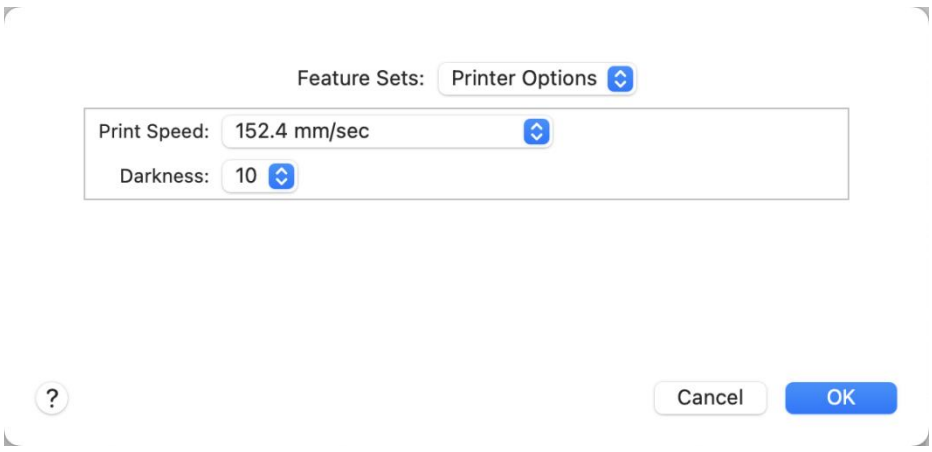
Step 1:

Click on “Feature Sets” and select “Printer Options” .



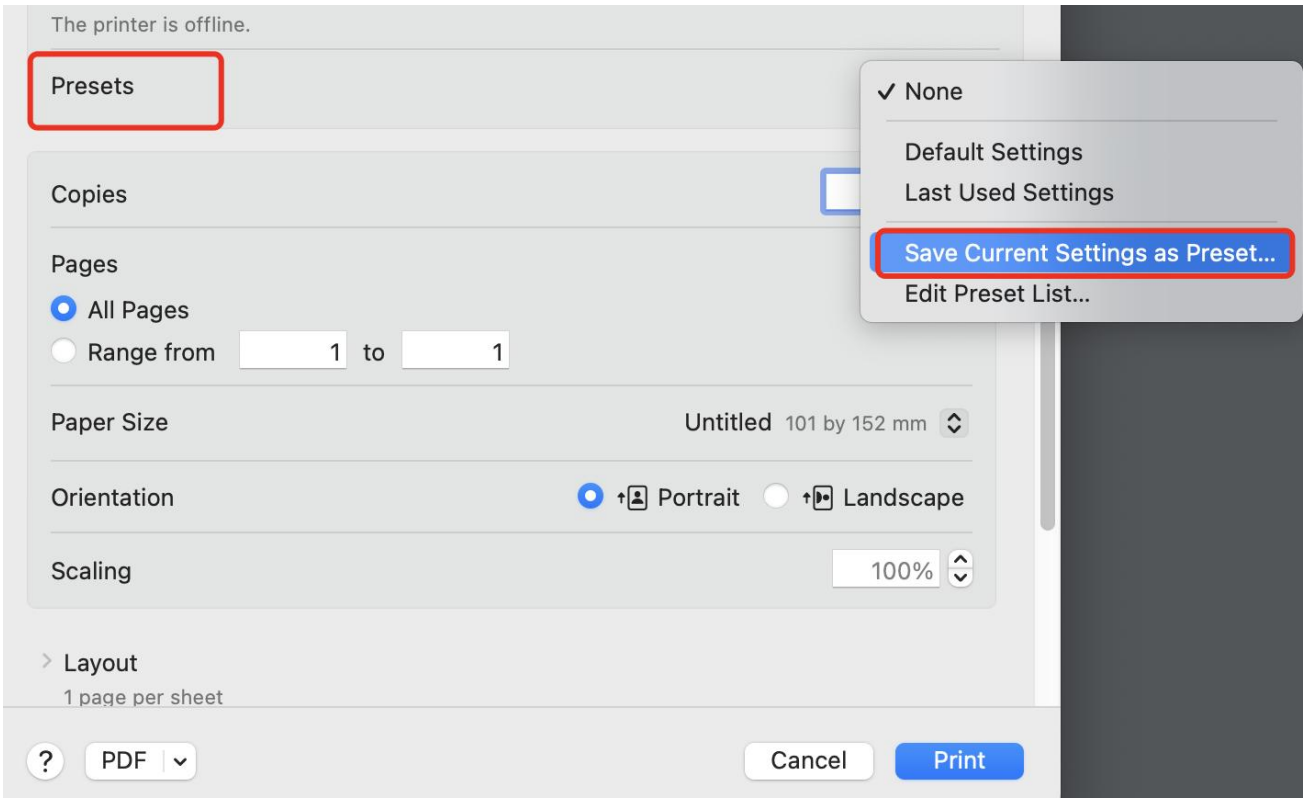
Step 2:

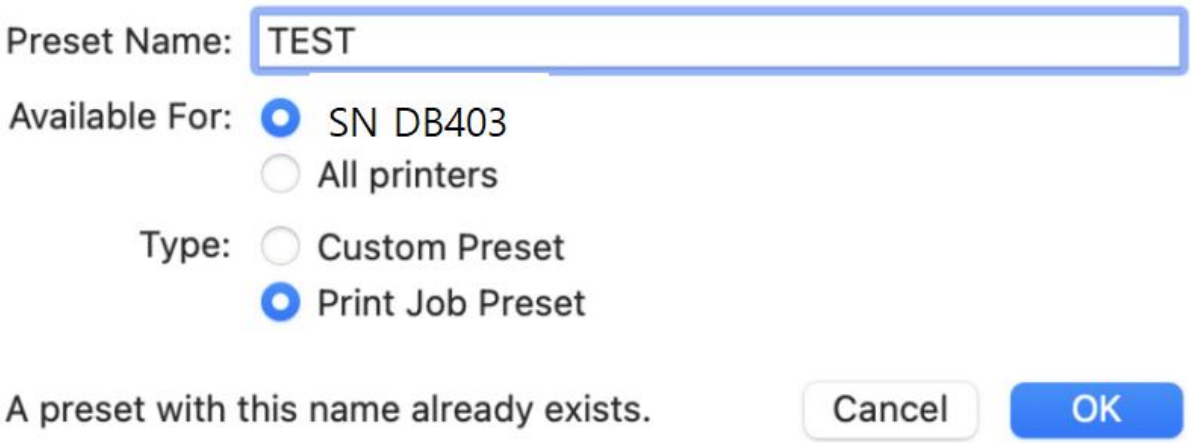
Select the printer speed and density you need. (Note: If the density is not set to the maximum, it may damage the printer.)



Save settings

Click “Presets” . Select “Save Current Setting as Preset” . Enter Preset Name. Click OK.





7 For Linux

7.1 How to install Linux driver and print?

Step 1:

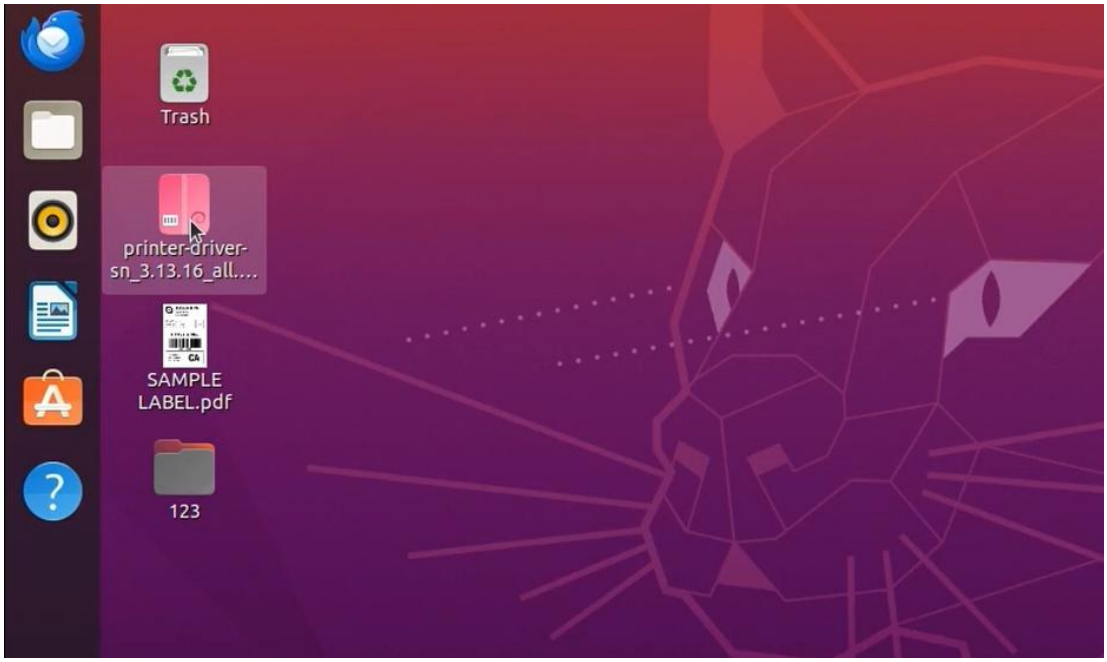
Connect your printer to your computer using a USB cable and turn it on. Make sure the paper is loaded correctly and the printer indicator light is blue, indicating it is working properly.

Step 2:

Insert the USB stick that came with your printer into your device.

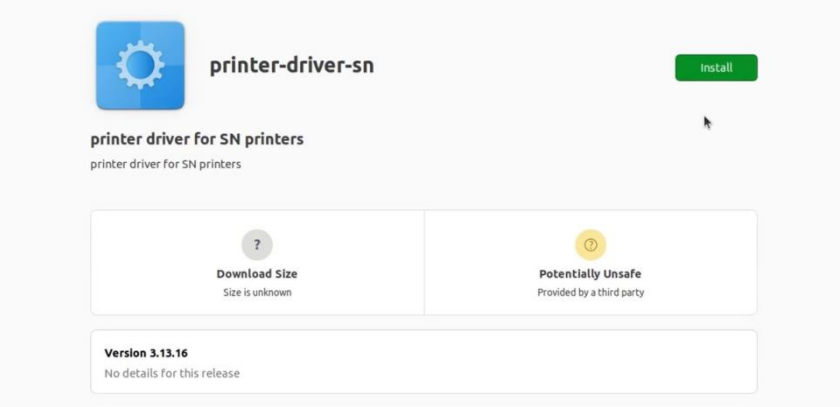
Step 3:

Double click to open the driver package ·



Step 4:

Click "install" to install the driver.

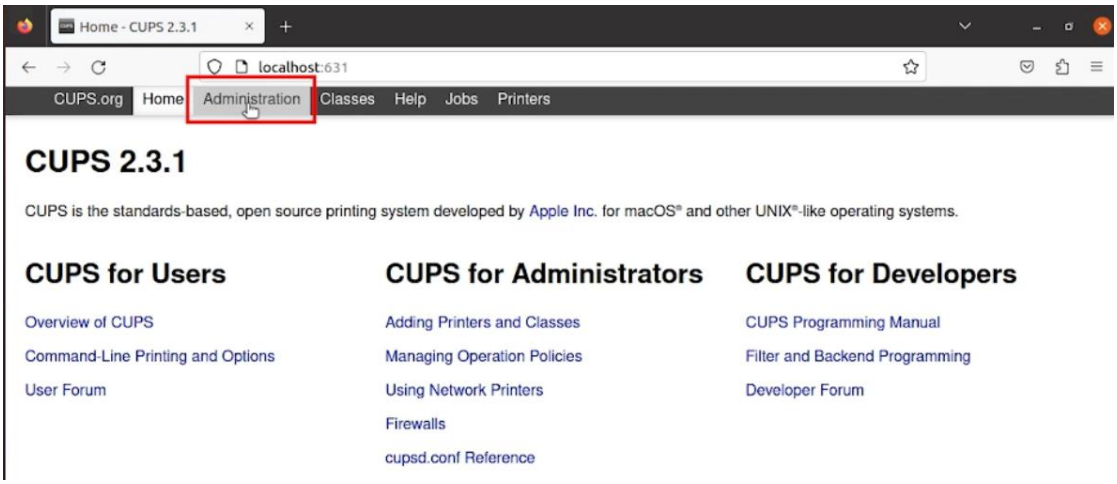


Step 5:

Open the browserand enter the website address "localhost: 631”

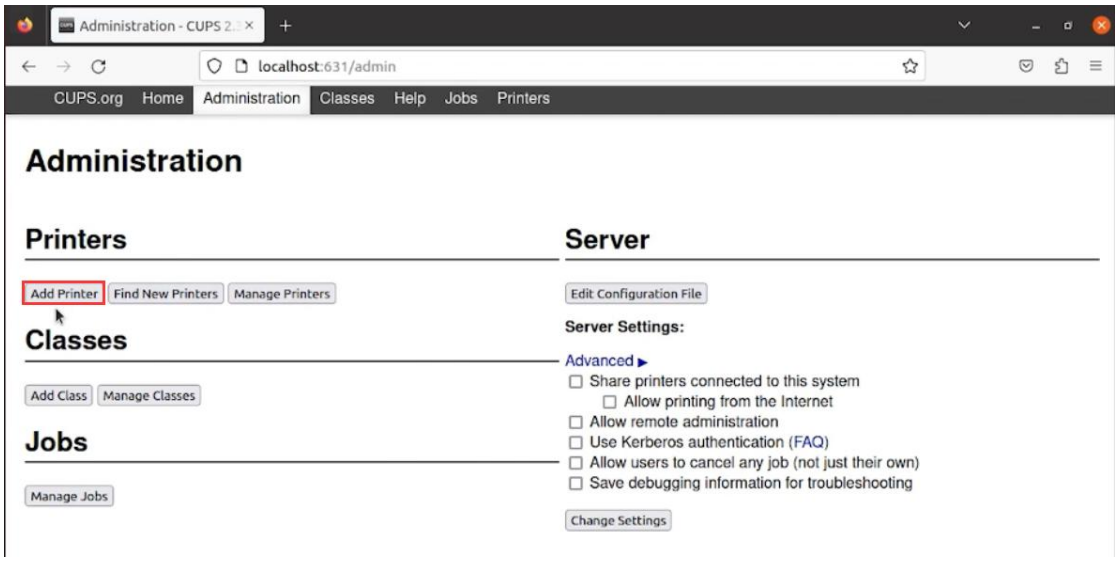
Step 6:

Click on “Administration”.



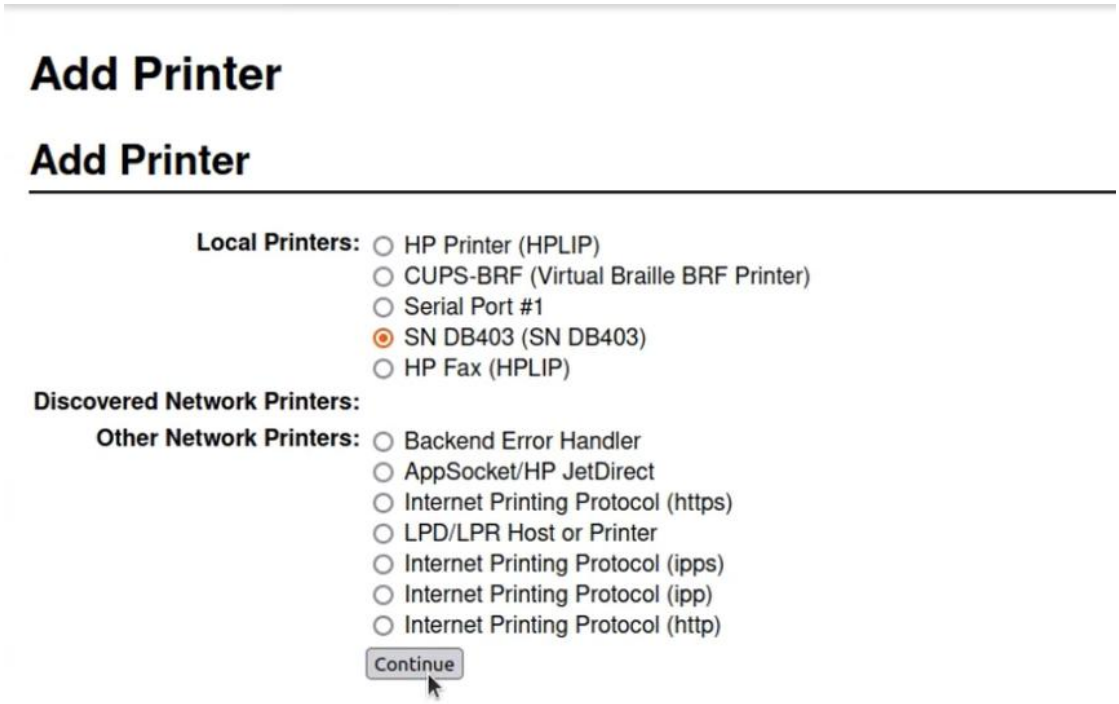
Step 7:

Click on “Add Printer” .



Step 8:

If your printer is successfully connected to your computer via USB, please choose the SN DB402 interface. If there is no such interface, please check the connection of the USB cable.

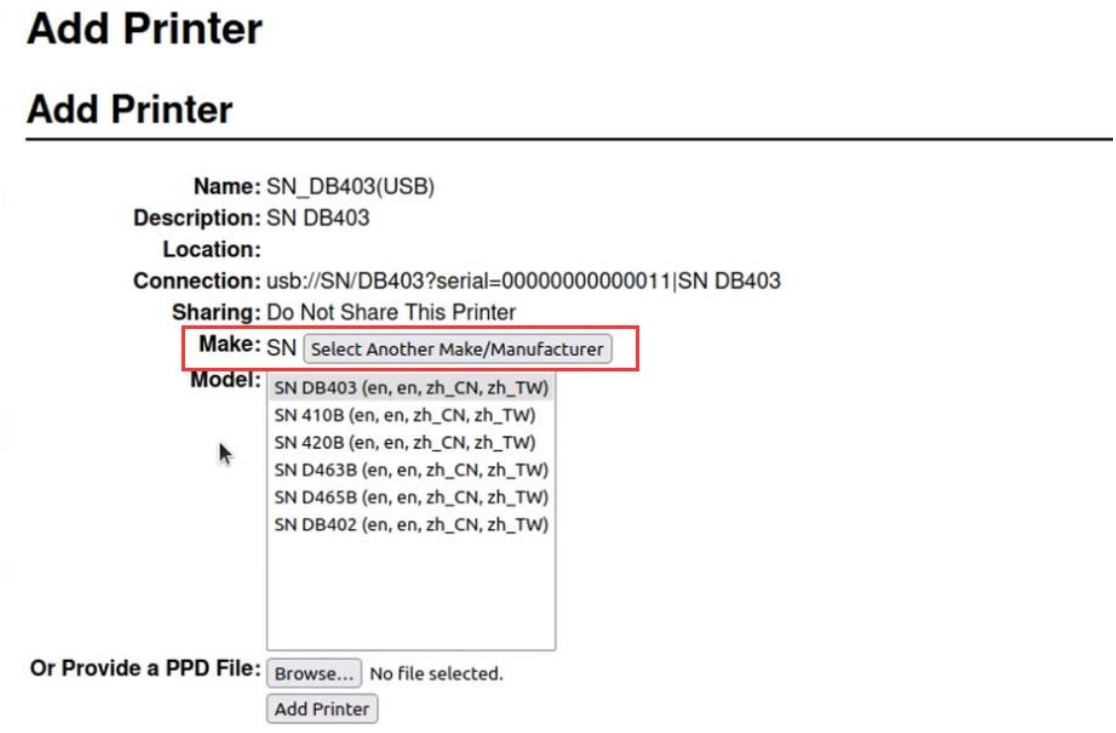


Step 9:

After entering a name for the driver, click on “Continue”.

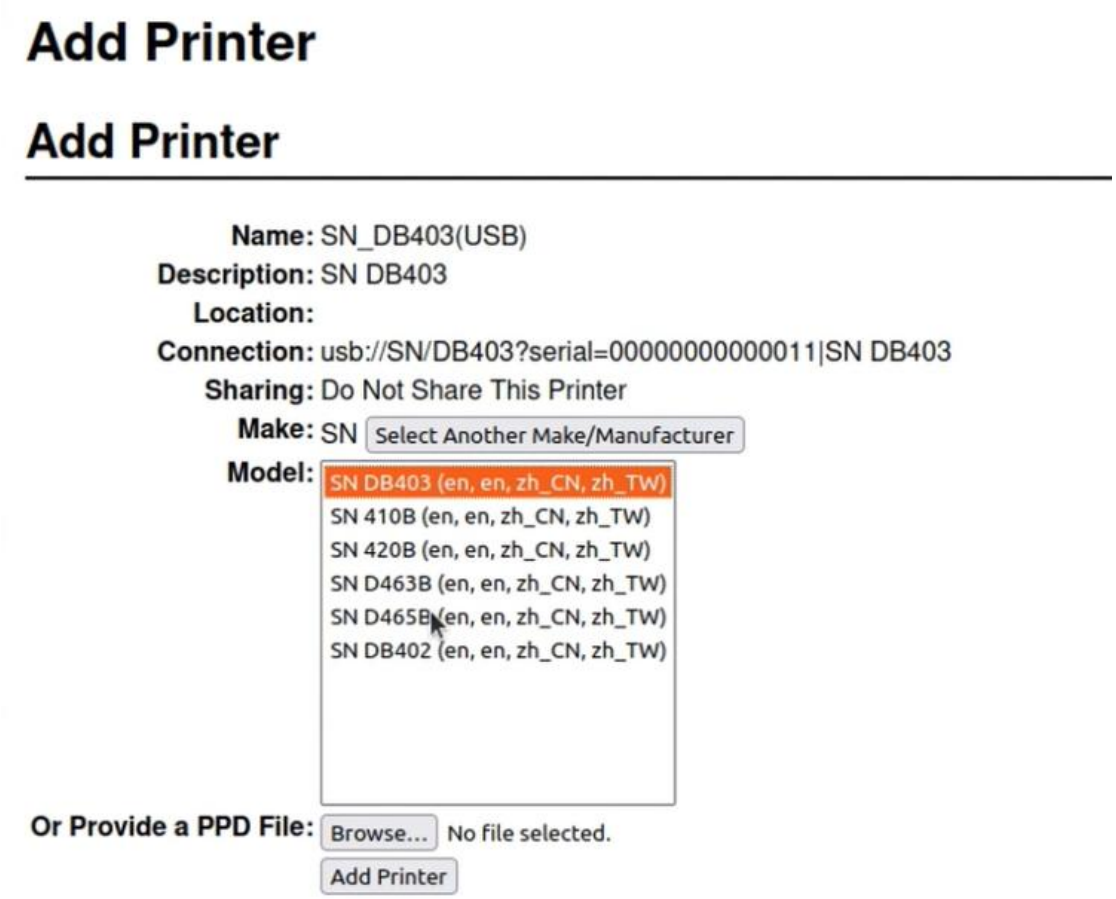
Step 10:

Make Select 'SN', click on “Continue” .



Step 11:

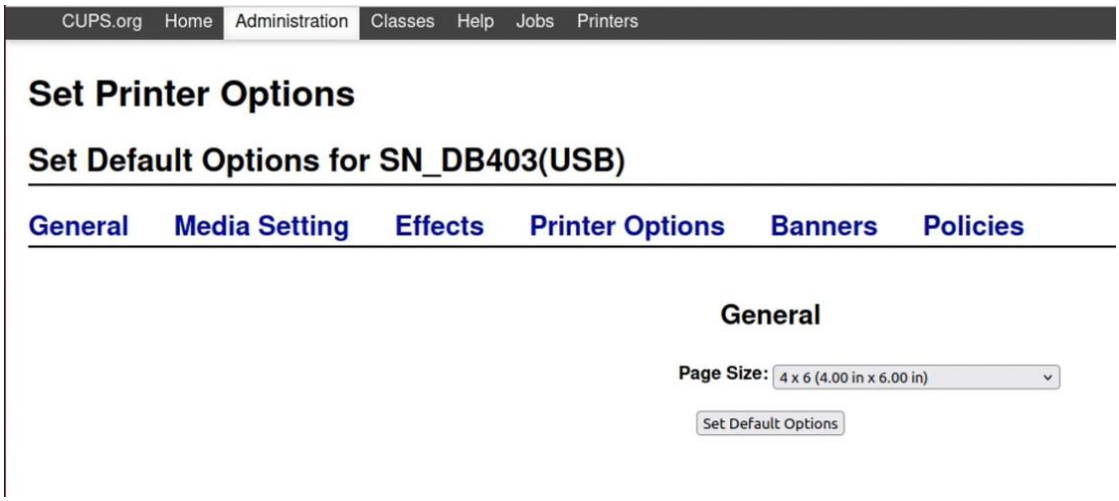
Here you can choose the model SN DB402. Click Add Printer.



7.2 How to set printing parameters?

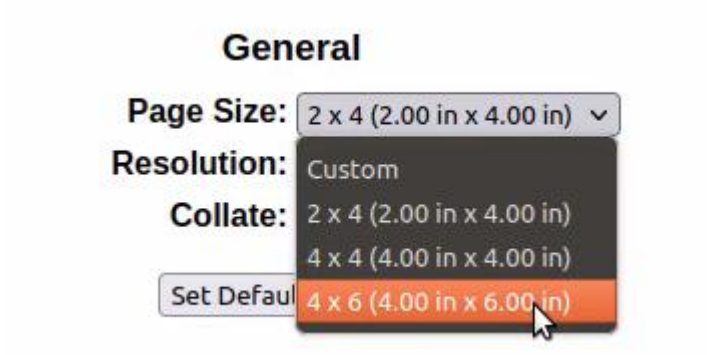
Step 1:

In the following drive settings, select individual parameters to adjust.



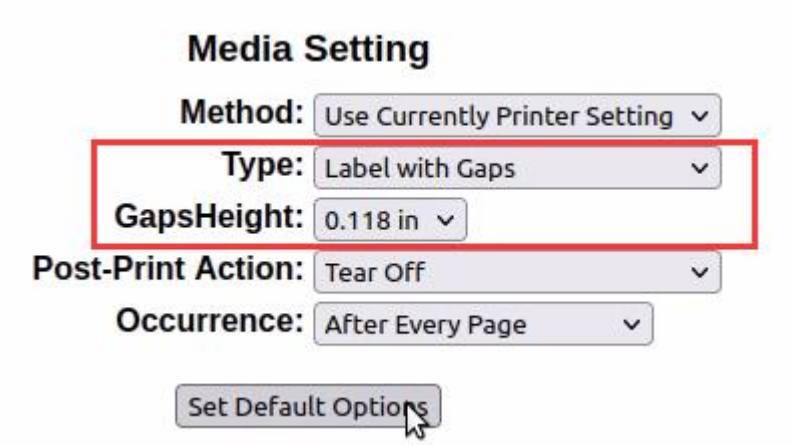
Step 2:

Select “4x6” as the Page Size.


General
Page Size:
2 x 4 (2.00 in x 4.00 in)
Resolution:
Collate:
Custom
2 x 4 (2.00 in x 4.00 in)
4 x 4 (4.00 in x 4.00 in)
4 x 6 (4.00 in x 6.00 in)
Set Defaul

Step 3:

Open “Media Setting” . Select Type. Make sure you set the correct paper gap height.

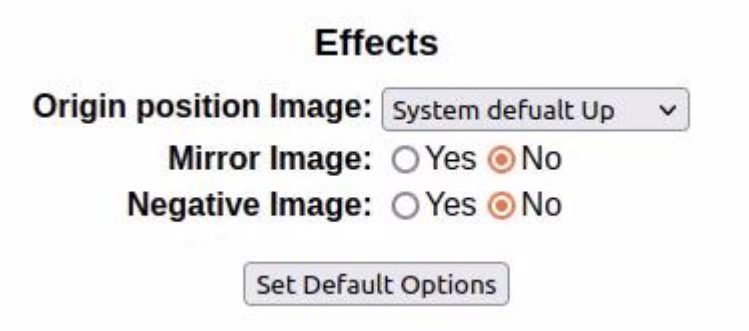


Step 4:

Open Printer Options to set the speed and print density.

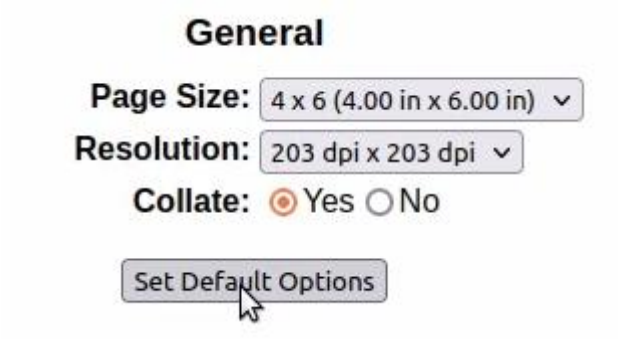
(Note: If the density is not set to the maximum, it may damage the printer.)

Other settings remain default or you can modify according to your needs.



Step 5:

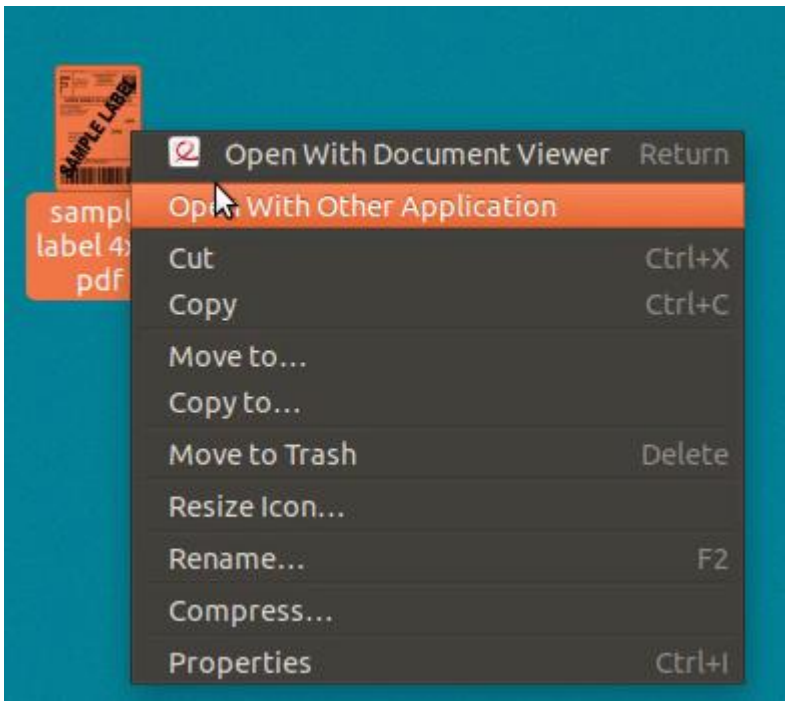
Click on "Set Default Option" to save the modified parameters.

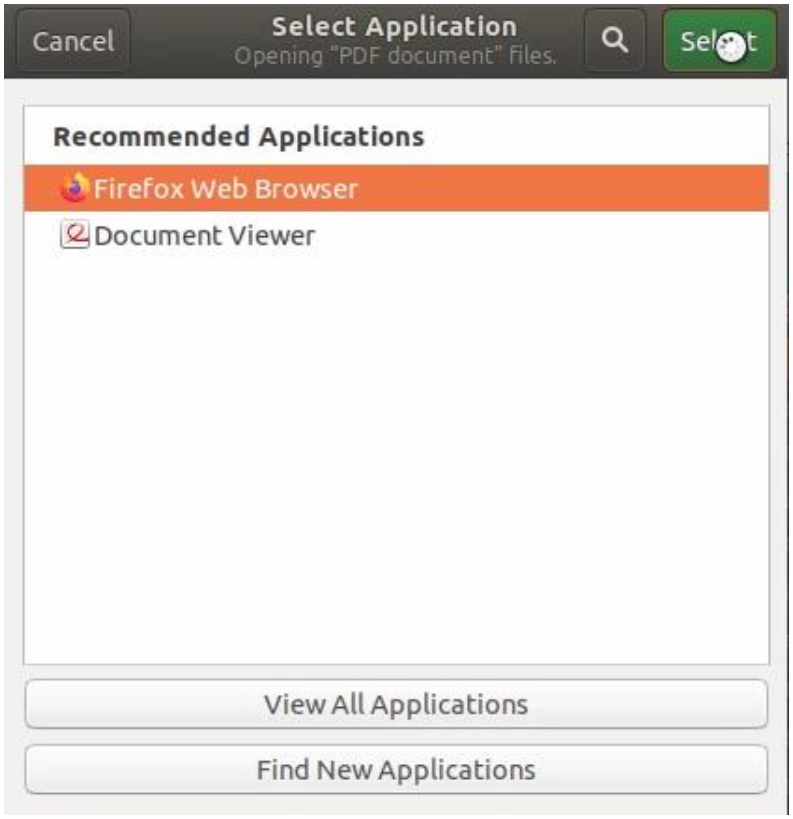


7.3 How to print the standard label?

Step 1:

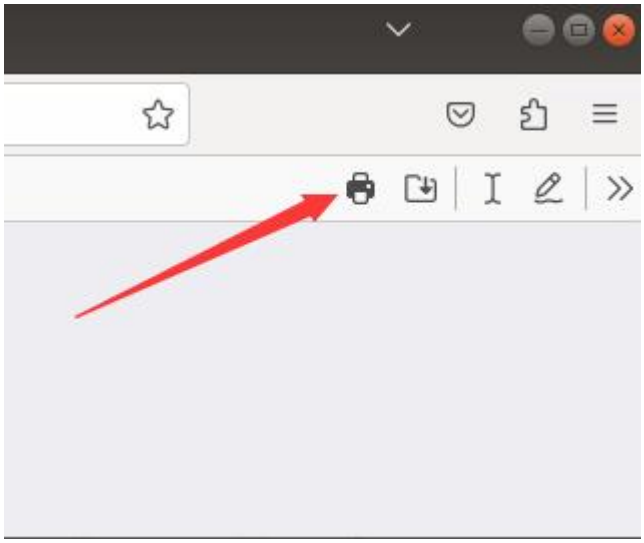
Open the print test file through the browser.





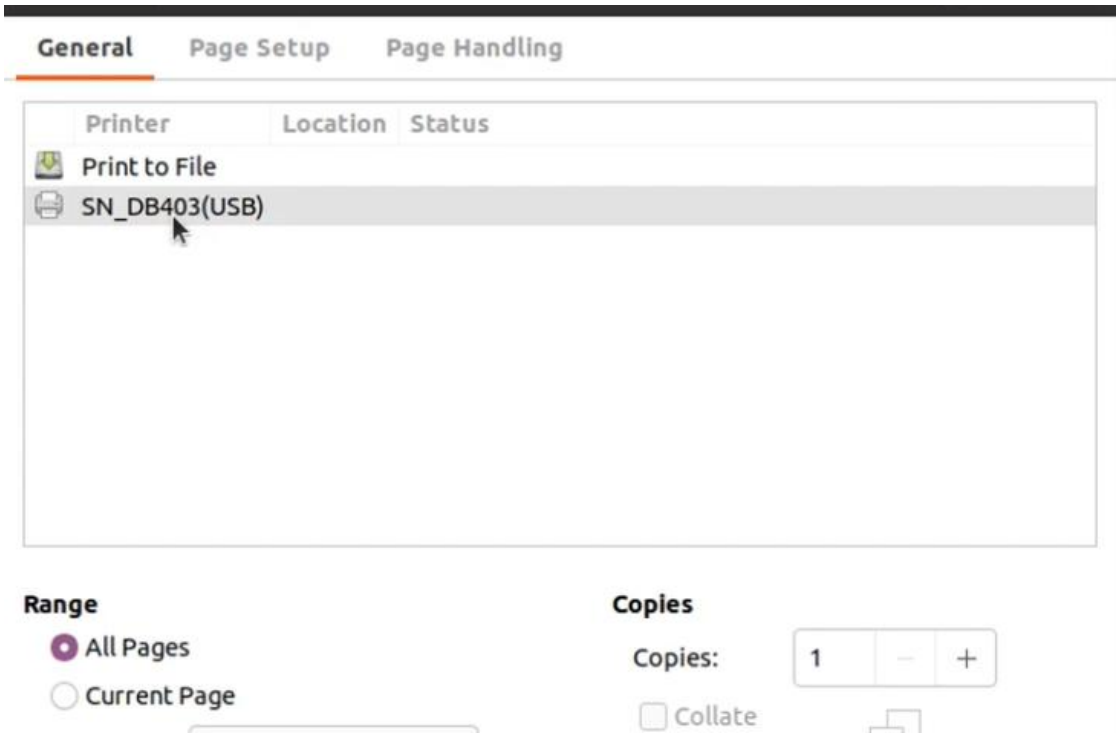
Step 2:

Click Print



Step 3:

After selecting the installed printer, setting the print size and other parameters, click Print.



8 For ChromeOS

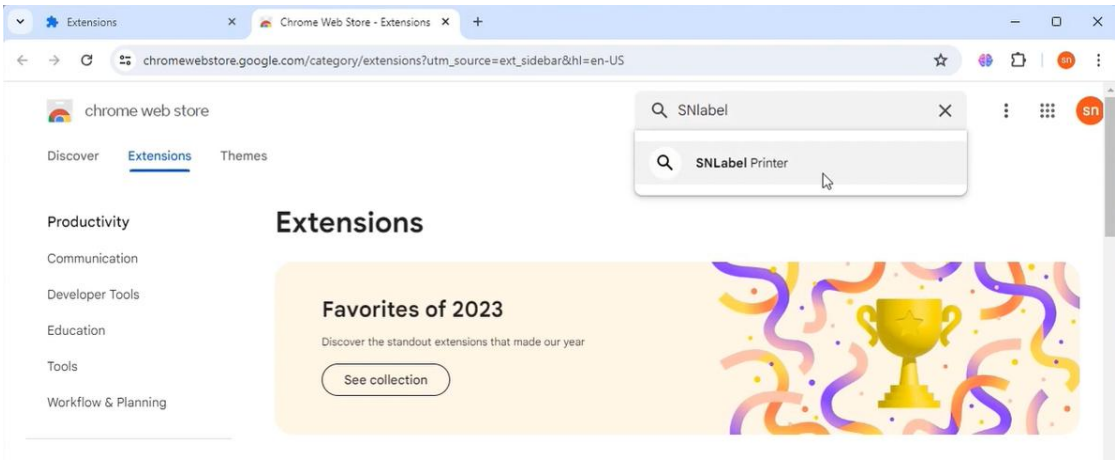
8.1 How to install printer driver on ChromeOS?

Step 1:

Connect your printer to your computer using a USB cable and turn it on. Make sure the paper is loaded correctly and the printer indicator light is blue, indicating it is working properly.

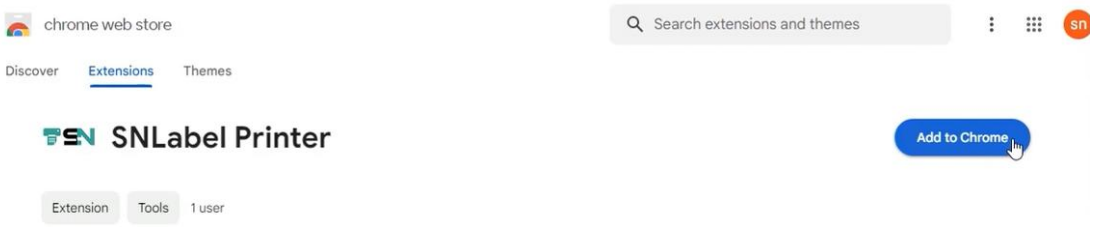
Step 2:

Go to Chrome Web Store-Extensions and download SNLabel Printer



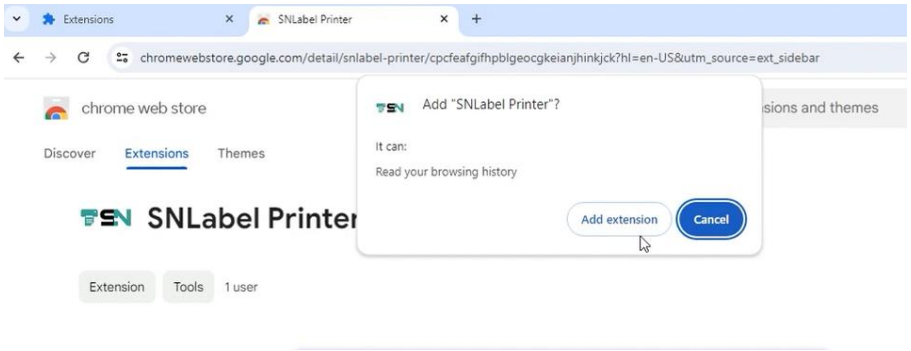
Step 3:

Add to Chrome



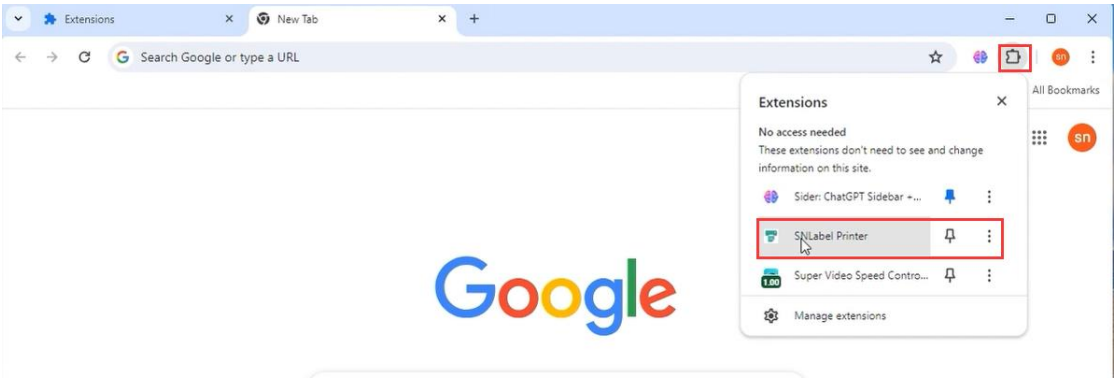
Step 4:

Add extension



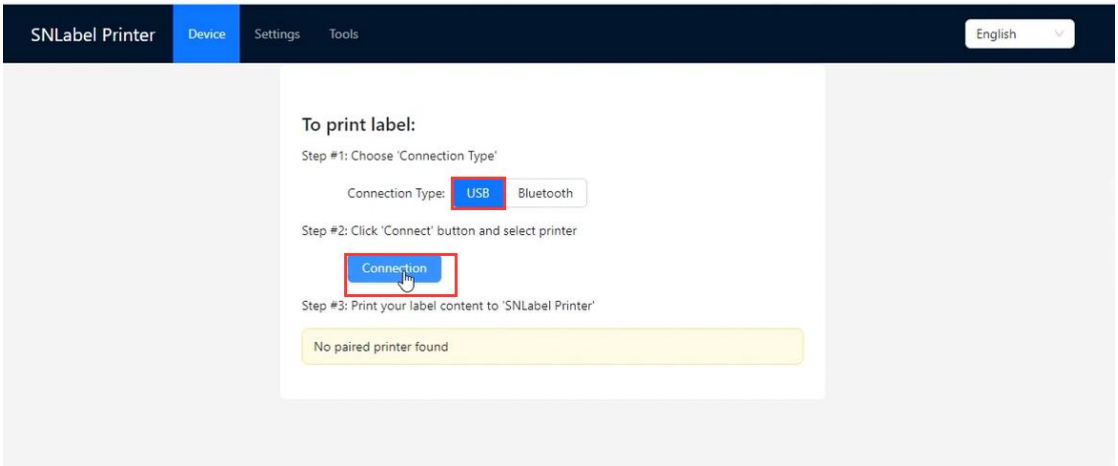
Step 5:

Open Extensions and select SNLabel Printer



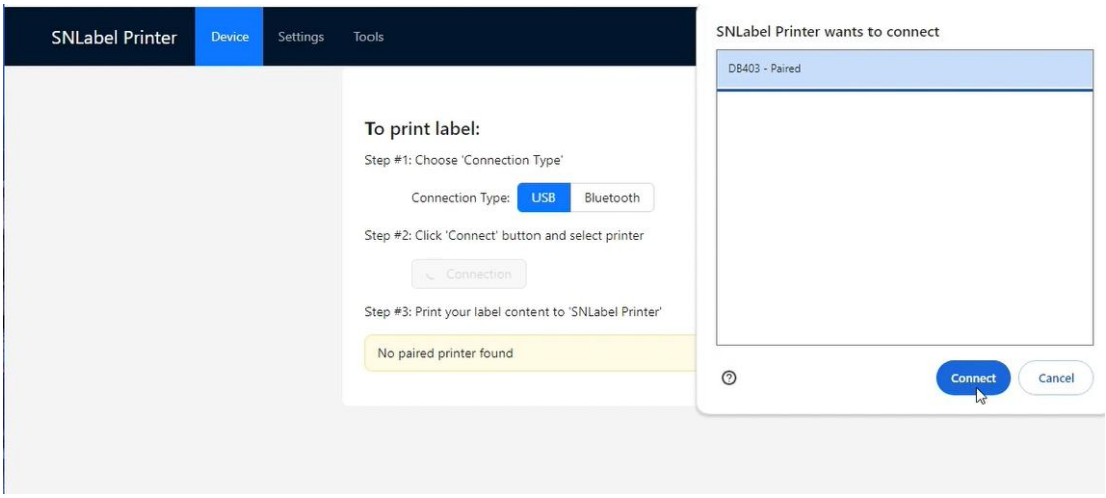
Step 6:

Select USB and click Connection.



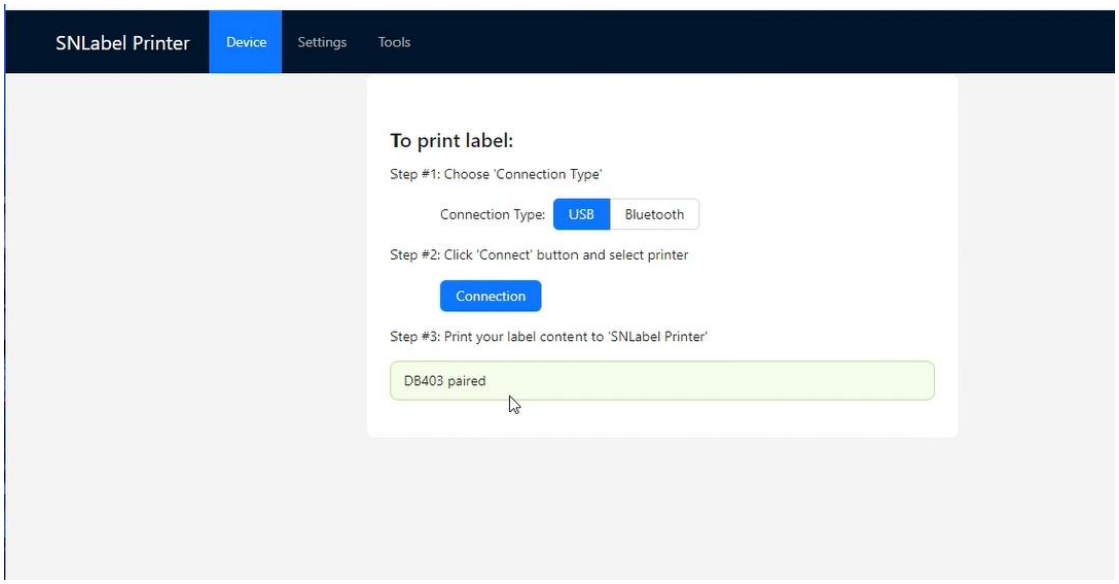
Step 7:

Select the printer you are using and click Connect.



Step 8:

The printer is paired.

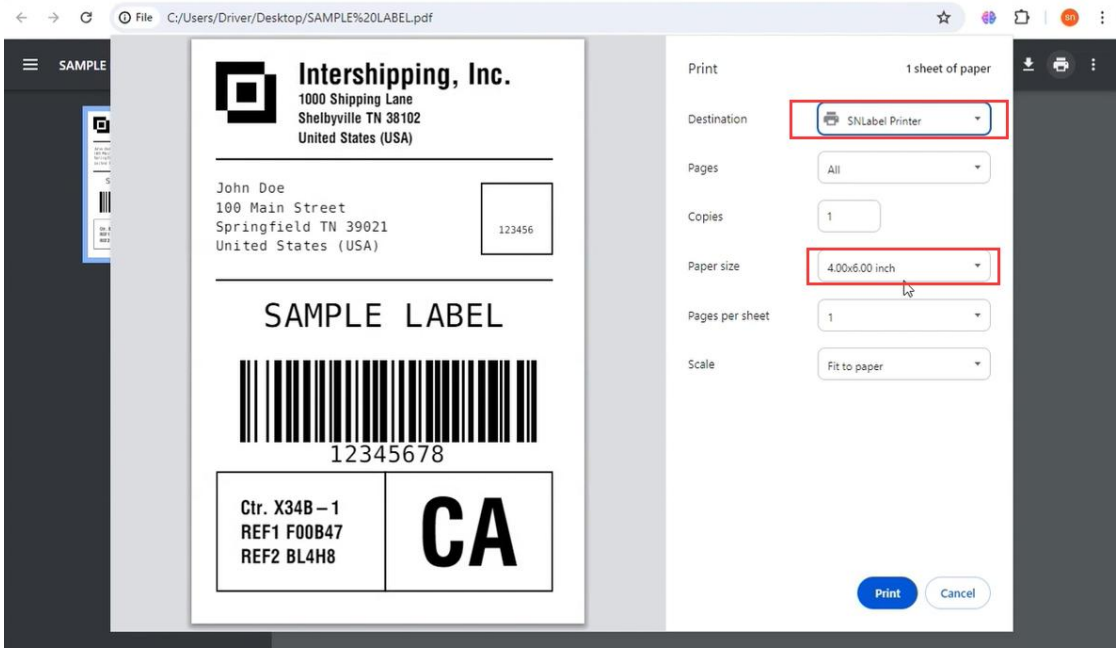


Step 9:

Open the PDF file of the (4 x 6) sample label in your browser.

Step 10:

Select the printer and paper size you are using.



Step 11:

Click to print

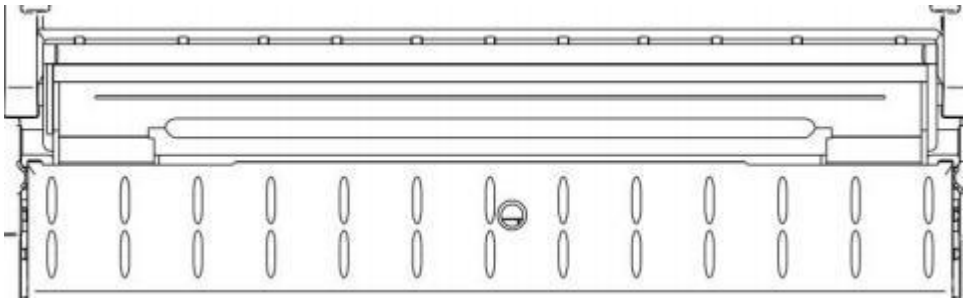
9 Simple Maintenance Procedures of the Printer

To keep your printer in top condition and ensure high-quality prints, follow these simple maintenance procedures:

1. Use the following tools to clean and maintain your printer:

- Cotton swabs
- Cotton cloth
- Vacuum cleaner or air brush
- Medical alcohol

2. Cleaning steps:

Item	Steps	Recommended frequency
Print head	1. Turn off the printer 2. Allow the print head to cool for at least one minute 3. Wipe the print head surface with a cotton swab dipped in medical alcohol	When installing a new roll of label paper
		
Rubber roller	1. Turn off the printer 2. While rotating the rubber roller, carefully wipe it with a cotton cloth or cotton swab dipped in medical alcohol	When installing a new roll of label paper
Paper tearing-off piece Paper stripping piece	Wipe it with a cotton cloth dipped in medical alcohol	When needed
Sensor	Remove dust from the sensor with an air brush or vacuum cleaner	Monthly
Outside of the machine	Wipe it with a wet cotton cloth	When needed
Inside of the machine	Remove dust from inside of the machine with an air brush or vacuum cleaner	When needed

Note:

- Be careful not to touch the print head directly with your hands. If you accidentally touch it, use a cotton swab dipped in medical alcohol to clean it.
- Only use medical alcohol to clean the print head. Industrial alcohol can cause damage.
- If you're seeing error messages frequently, make sure to clean the printer sensor regularly.
- Our printer is safe to use in tropical climates.
- Please note that this is a Class A product, which may cause radio interference in living environments. If this happens, take practical measures accordingly.